RETURNS FORM

Please fill in this form and enclose it with your return package!

GIROTTI
One and only

RETURN ADDRESS:

Custom Design Italy
C/O UPS VERONA CENTER
via Belgio 11, 37135 Verona, Italy

E-mail: info@girotti.com
Tel.: +1 (210) 801-9868

<div style="background:red;color:white">
Shipments sent without Girotti's return label are not covered by Girotti's free return and exchange program.You can get a free return label at our return portal here or call us.
</div>

Order # / Invoice #: _____

Customer name: _____

Shipping address: _____

Phone Number: _____ E-mail: _____

Date: _____ Signature: _____

WHAT IS THE REASON FOR YOUR RETURN?

Returns will NOT be accepted unless you have specified the reason for the return!

Please note: As a custom made items the GIROTTI shoes are eligible for returns only in the cases listed below.

☐ **Faulty item**

The shoes will be considered faulty if they are received damaged, or a manufacturing fault occurs within 30 days of purchase. Shoes damaged as a result of wear and tear are not considered to be faulty!

Please describe the fault: _____

_____

_____

☐ **Wrong item sent**

Our customer care team will contact you for further details about the return.

Please select the desired option:

☐ I wish to receive a new pair of shoes in place of the pair returned
All courier costs are covered by GIROTTI

☐ I would like a refund

Comment: _____

_____

☐ **Doesn't fit / Wrong size:**

If the shoes do not fit exactly to your number, you are entitled to a one-time free replacement. Refunds are not possible!

Please contact us as soon as possible within 14 days of receiving the order. All courier costs are covered by GIROTTI!

Please specify:

☐ Too big - Exchange with size: _____

☐ Too small - Exchange with size: _____

☐ Too wide   ☐ Too narrow

Foot length (cm): _____

Foot circumference (cm): _____

Calf circumference (cm): _____

Comment: _____

_____

_____

PAYMENT DETAILS:

* Please fill-in only the section corresponding to the payment method you used for the purchase:

☐ **Pay Pal**

Pay Pal address: _____

_____

☐ **Bank transfer**

Account holder: _____

IBAN: _____

BIC: _____