



## Antonio Pacelli Returns Policy

Please fill in this form if you require an exchange or refund.

1. Write the AP-WEB number or invoice number on the parcel.  
(You will find this on your invoice or your email confirmation -These numbers are the key to making this process faster and should appear on and with any related correspondence.)
2. WHEN RETURNING GOODS FROM OUTSIDE THE EU (European Union). Please ensure that you mark the parcel and the customs slip: **'GOODS BEING RETURNED TO MANUFACTURER.'**  
This will ensure that the parcel does not incur customs charges on its return to the UK.  
Unfortunately, we **cannot accept any** liability for charges incurred as a result of the above being omitted.

### EXCHANGES

Please enclose the 'Returns' form filled in with your exchange requirements. You will be liable for additional postal charges, so please ensure you enter your credit card details to avoid unnecessary delays.

### REFUNDS

These are processed within 7 days from the date we receive your return and by the same method you used for your original payment.

Please note:

- The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.
- The cost of returning the item to us is your responsibility unless we have made an error in the original order.

### FAULTY ITEMS

If you think there's a manufacturing fault on any product you purchase from us, please return it for examination to the address below:

Antonio Pacelli:  
Returns Department  
17 Hallmark Trading Estate  
Fourth Way  
Wembley  
Middlesex  
HA9 0LB  
United Kingdom

#### **THE FOLLOWING ARE NOT CONSIDERED MANUFACTURERS DEFECTS AND ARE NOT CONSIDERED RETURNABLE**

- Using the shoes/pumps outdoors  
(Reduces the life span as they are specifically made for indoor use only)
- Worn out toes and soles on shoes is considered wear and tear and not a manufacturing fault.
- Heel collapsing  
(Forcing feet in without unlacing can damage the shoe)

If we deem the fault to be the result of wear and tear, excess wear or abuse, or mis-fitting, we reserve the right to return the shoes to you and charge an additional handling and admin fee as well as a return postage charge. So if you are returning shoes for this reason we recommend you contact us prior to sending to avoid incurring unnecessary charges.

This does not in any way affect your statutory rights if any of our shoes have a manufacturing defect

Should there be any errors on our part, or if you have been sent defective goods, the delivery charges you incur for returning the goods, and the additional cost to send the new goods to you, will be paid by **Antonio Pacelli.**



# Returns Form

Name:		Invoice Number or APWEB ref. :			
Name and Address:					
Phone Number:			Mobile / Cell:		
Email:					
Credit card number:					
Billing Address (If different from above):					
Start Date:		Expiry Date:		Security Card number: (last 3 digits- located on the back of the card)	Issue No: (if Switch card)
Item Code	Size/Colour	Qty	Reason for your return	Exchange or Refund	Item Required
Notes:					

**Postage options:**

England, Scotland & Wales	Up to 1 kilo £2.50-£4.50 (Registered envelope postage) Over 1 kilo £6.00 (24hr guaranteed recorded delivery)
Northern Ireland	Up to 1 kilo £2.50 (Registered envelope postage) Over 1 kilo £10.40 (24hr recorded delivery)
Elsewhere	We have secured significant discounts with various courier services on your behalf to minimise delivery charges. The postage depends on the weight of your order and the destination country.

If you have any questions relating to completing this form please refer to the attached guidelines. If you have further queries then please email us at [sales@antoniopacelli.com](mailto:sales@antoniopacelli.com)

**Antonio Pacelli**, 17 Hallmark Trading Estate, Forth Way, Wembley Middlesex HA9 0LB, United Kingdom  
**Telephone:** +44 (0) 20 8902 0150 **Facsimile** +44 (0) 20 8903 9451  
**Email:** [Sales@antoniopacelli.com](mailto:Sales@antoniopacelli.com) **Website:** [www.antoniopacelli.com](http://www.antoniopacelli.com)