



# Antonio Pacelli

## Refund/Exchange Information

### How to have a trouble free refund/exchange

1. Please complete the returns form. If you would prefer not to enter your credit card details then please tick one of the credit card boxes on the form. Please note that if you have requested a credit card call that we work on GMT time so if you are in a significantly different time zone then the call may be quite late/early your time.
2. Please ensure you indicate whether an exchange or refund is required for each item returned.
3. Package the items well and include a copy of the returns form with the parcel.
4. We recommend that you send your return on a recorded delivery service as we cannot accept responsibility for any items lost in transit.
5. Please mark the outside of the box and the customs form (only needed if sending from outside the EU) 'Goods being returned to manufacturer' to avoid any delays and charges with customs. We cannot be responsible for any charges occurring from this being omitted.
6. We aim to process all returns within 2 working days of receipt but if you are in a hurry for the replacement item then we recommend that you order the needed item from the website straight away and return the unwanted item for a refund rather than waiting for an exchange.
7. If you believe an item to be faulty then we strongly recommend that you contact us before returning the item to us so we can confirm the fault and that it is not due to normal wear and tear, inappropriate wear or mis-fitting.
8. Please note that you will be charged outbound postage for exchanges unless the original item was faulty or despatched incorrectly. On these rare occasions any replacement item(s) would be sent free of charge and you would be refunded for the cost of sending the item back to us.

### Please send your return to this address

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



## Returns Form

Name:	Invoice Number or APWEB ref. :				
Address:					
Phone Number:	Mobile / Cell:				
Email:					
Credit card number:					
Start Date:	Expiry Date:				
Security Card number: <small>(last 3 digits- located on the back of the card)</small>					
<input type="checkbox"/> Please tick if your order was <i>within the last 30 days</i> and you would like us to make any refunds or additional debits to the credit card used for the original order. You do not need to enter your credit card details in this instance.					
<input type="checkbox"/> Please tick if you would prefer us to call you for new credit card details. You do not need to enter your credit card details in this instance.					
.					
1	Item Name	Qty	Reason for your return	Exchange or Refund	Item required if exchanging
1					
2					
3					
4					
Other notes/comments					

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)