



Information about your withdrawal right STANDARD WITHDRAWAL INSTRUCTIONS

Right of withdrawal

You have the right to rescind the contract, without stating the reason, within 14 days. The withdrawal period expires after 14 days:

- a) in case of sale contract of one product only, from the day you or a third party, other than the carrier and designated by you, gains physical possession of the item(s); or
- b) in case of sale contract of multiple products, ordered together and delivered separately, from the day you or a third party, other than the carrier and designated by you, gains physical possession of the item(s); or
- c) in case of sale contract of a product consisting in multiple batches or items, from the day you or a third party, other than the carrier and designated by you, gains physical possession of the last batch or item.

In order to exercise the right of withdrawal you are bound to notify us (at the following address: Italiantouch s.r.l., Via Stendhal, 35, 20144 Milan, 08003682758, Fax +39 02 89623481, rogervivier@store.italiantouch.com) of your decision to rescind the present contract with an explicit statement (for example a letter sent by post, fax or e-mail). For this purpose you might want to use the standard withdrawal form attached, but this is not compulsory.

In order to abide by the withdrawal time limit you simply need to send us the withdrawal statement before the expiry of said withdrawal period.

Withdrawal consequences

If you rescind the present contract you will be refunded all payments you have made in our favour, including delivery expenses (except for additional costs resulting from your choice to opt for a delivery method other than our less expensive standard delivery method) without undue delay and, in any case, no later than 14 days of the date we will be informed of your decision to rescind the contract. Said refund will be carried out using the same payment method used for the initial transaction, unless otherwise requested by you; in any case you will not be requested to incur any costs as consequence of this refund. In case of withdrawal from a Multiple Order the delivery fees regarding this latter will not be refunded unless you are to rescind the entire Multiple Order contract. Goods must be returned without undue delay using one of the following procedures, and in any event not later than 14 days from the day on which the decision to withdraw from the contract was notified. The deadline is met if the goods are sent back before the period of 14 days has expired.

Same country returns

In the event that you would like to return goods from the same country in which they were originally delivered, we kindly ask you to return them using the courier UPS, and by attaching the prepaid and pre-completed label which was provided in the original box. You may proceed to contact UPS on 0800-099-1300 (there may be a call charge), to arrange a date and place for pick up of those good you wish to return. In this case, you will not be liable for any costs to return those goods- this will be handled by us, and, in addition, you will not be liable for any damages or loss of those goods during transit.

Alternatively, with respect to your right rescind the sales contract of goods as described above and to return those goods to the same country from which they were originally delivered, you may also:

after having requested to rescind the sales contract within the Right to Withdrawal Period, as indicated above, you may return any item(s) to the following ROGER VIVIER boutiques: Milano, via Sant'Andrea 17, 20121, Italy; 188 Sloane St, Belgravia, London SW1X 9QR, United Kingdom; 36 New Bond St, Mayfair, London W1S 2RP, United Kingdom; 29 rue du faubourg saint honoré, 75008, Paris, France

- a) ("**Participating ROGER VIVIER Boutiques**") within the returns period ; in which case, the fees for returning any such item(s) through a participating ROGER VIVIER Boutique will be charged to ITALIAN TOUCH, who will assume, where applicable, responsibility for transporting those item(s). I responsabilità per il trasporto dello stesso
- b) exercise your right to rescind the sales contract at one of our Participating ROGER VIVIER Boutiques, within the Right to Withdrawal Period, by bringing either the attached Right to Withdrawal Form or any other declaration stating your motive for rescinding the sales contract prior to/or at any Participating ROGER VIVIER Boutique, and returning the item within the Returns Period, to the same Participating ROGER VIVIER Boutique with the scope of respecting the conditions of your Right to Withdrawal and/or the Returns Period; in which case, any fees due to return the item(s) to ITALIAN TOUCH through one of our Participating ROGER VIVIER Boutiques will be charged to ITALIAN TOUCH who will assume, where applicable, responsibility for the transportation of those item(s).

We kindly ask those clients who wish to take advantage of their Right to Withdrawal and/or the return of an item by rescinding the sales contract at any one of our Participating ROGER VIVIER Boutiques, to present the following to that same boutique: (i) the original invoice for the purchase of those item(s) together with the delivery confirmation email for those product(s); (ii) a completed Right to Withdrawal form; and (iii) the prepaid and pre-completed UPS label as provided in the original box with your goods.

The aforementioned procedure is only available if the user is returning the Product from the same Country in which the Product was originally delivered, as specified in the Order Confirmation email (e.g.: if the user purchased the product X and requested it to be delivered to Italy, such procedure will only be available if the pick-up of the Product the user is returning takes place in Italy).

Different country return

If the returned goods are shipped from the a different country from that to which the order was originally delivered (as specified in the order confirmation e-mail), the customer must cover the return expenses using their courier of choice. The returned goods must be shipped to: Italiantouch s.r.l. c/o Traconf Via Primo Maggio 19, 20010 Vanzago (MI), without undue delay, and in any event not later than 14 days from the day on which the decision to withdraw from the contract was notified. The deadline is met if the goods are sent back before the period of 14 days has expired. Any fees directly connected with the return of the goods (here included customs duties) are at customer's expenses. The customer will be held responsible for the return shipment of the goods. In the event that the order includes goods that cannot be returned via postal service, please refer to the table below reporting the estimated maximum cost depending on geographical area and weight:



Geographical area	Weight range: 0-15 kg	Weight range: 15-30 kg
China	£300.00	£500.00
United States of America	£300.00	£500.00
Other Far East countries (Mongolia, North Korea, South Korea, Taiwan)	£400.00	£600.00
Brasil, Argentina	£400.00	£600.00
Russia	£400.00	£600.00
Other South American countries (Colombia, Venezuela, Chile, Paraguay, Uruguay, Peru, etc.)	£500.00	£700.00
Africa	£500.00	£700.00
Middle East	£500.00	£700.00
Rest of the World	£500.00	£1,000.00

You are solely responsible for the value reduction of the goods resulting from the handling of the Product(s) other than that strictly necessary to establish the nature, features and functioning of the Product(s).

In line with the Privacy Policy that you accepted at the point of registration to make purchases on the Store, we'd like to remind you that by completing the following form with your Personal data, you are allowing us to process this data for the purpose of fulfilling your request as well as for:

- a) the handling of your request for assistance in the purchasing process of Tod's products and any eventual Return of those goods;
- b) for administrative and accounting purposes in relation to the handling of your Returned goods.

Should you choose to not provide us with your Personal data, we may not be able to assist you in any eventual Returns process.

Your Personal data will be stored by our company for the amount of time necessary to assist you, except for the extended time it takes to process applicable accounting information.



STANDARD WITHDRAWAL FORM

Italiantouch s.r.l.
Via Stendhal, 35, 20144 Milano
08003582758
Fax +39 02 89623481
rogervivier@store.italiantouch.com

I hereby inform you of my withdrawal from the sale contract of the following goods/services:

Order Number (as indicated in the order confirmation e-mail):

Ordered on (date) :

Delivered on (date) :

Consumer's address:

Return completed in Boutique

Boutique assistant Signature:

Return Tracking Number:

Consumer Signature

Date
