

RETURNS AND REFUND

RETURN POLICY

You can decide to return any of your order purchased on www.massimoalba.com within 15 days of the delivery date, as follows:

1. Fill the [Return form](#)
2. Make sure the products are on the same conditions as on delivery, make sure all items/products have all their label tags, otherwise we are not able to proceed with the return and refunds of your order.
3. Stick the return label that you received with your order on the parcel and make sure to remove or cover the original delivery label. If you're missing return label, you will get the option to download the pdf for printing on your account.
4. Contact DHL at www.dhl.com – contact center chapter: the courier will collect the parcel at your address when you prefer.

You can only return your order to the country where you have place the order.

If your return will not satisfy all above conditions, we will send the box back to you and will stop the refunds procedure.

For further conditions about return and refunds, visit "Right of Withdrawal" on [Terms&Conditions](#) chapter.

REFUNDS

We accept refunds from 3 to max of 5 working days after the delivery from our warehouse. Once the refunds has been accepted, you will receive a confirmation email together with refunds details.

Refunds time are subject to the payments method.

Credit Card: our bank will proceed with the refunds within 7 working days from the confirmation refunds email. Receipt of the funds is subject to your bank.

PayPal: you will see your refunds within 24hrs after the confirmation refunds email.