

## RETURN POLICY

The return request must be filled in directly online within 14 days from the date of receipt of your order.

The products must be sent back exactly in the same condition in which you received them.

We therefore invite you not to remove any labels otherwise the return will not be accepted.

### **Return Request**

If you want to make a return please send an email with your request to [service@llamama.com](mailto:service@llamama.com).

Describe the product you want to return and the reason. You will receive an email confirmation of your " Return Request". In the next (2) days you will receive a second Return authorization email with all the information on how to return the item.

How do I return my items?

Print the return authorization email and insert it in the package along with the items to be returned

Send the package by courier or national postal service to the address you receive in the return authorization email. We remind you that the shipping costs are charged to the customer,our

Customer Care does not provide the return label. Keep the shipping receipt of your item.

### **Refund**

As soon as your return will be delivered to our warehouse, the Quality Control Office will carry out the appropriate checks. If the product is returned in satisfactory condition without damage, we will send you an email to confirm the return and refund timing.

The refund will be made within 14 days from the receipt of the items on the same payment method used to confirm the order.

We remind you that the technical time to obtain the refund depends on the internal procedures of your credit institution.

Llamama is committed to providing high quality products and services. If, for any reason, you have a complaint about a product purchased online ( in case of defective and/or non-conformity), please contact our Customer Service at [service@llamama.com](mailto:service@llamama.com)

Please provide all the necessary information, including : the order number and pictures with the product labels you received.

Before sending the products we kindly ask you to wait for a reply from our Customer Care that will deal with your claim as soon as possible.

