

## **TERMS & CONDITIONS**

Susanna Blu, in order to regulate your purchase in safety, presents the Terms & Conditions that regulate and sets out the orders you place on the website. These Terms & Conditions were established in compliance with Codice del Consumo, Parte III, titolo III (Capo I), of D.Lgs. n.21/2014 and D.Lgs. 70/2003.

Susanna Blu is a handmade-to-order brand based in Via Pietro Bembo, 7 Treviso 31100 , Italy 0039 3479675103 .

Prior to placing the order, the Buyer, in compliance with the D.Lgs. n.21/2014 and D.Lgs. 70/2003, has the right to be informed on the products, more specifically regarding the product and image description, the overall product price (that always includes VAT), from where the parcel is being shipped and its shipping costs, and terms of delivery.

More specifically regarding product images, these can present slight differences from the real product, and the seller can no longer be held responsible for this, as their differences may arise from technical features of the computer or smartphone.

Imperfections in the realization of the garments are not to be considered as a manufacturing defect, but as a feature of the manual processing, that give to the items exclusivity and uniqueness.

In fact, clothes and accessories are made in Italy in limited series in quality deadstock fabrics. The idea is to share our know-how and to make the made in Italy accessible to everyone.

### PAYMENT CONDITIONS

As per Payment Terms, are the following:

- PAYPAL
- CREDIT or DEBIT CARDS

All the prices are given in Euros and are calculated as fairly as possible and explained on every product page.

### DELIVERY AND DELIVERY TIME

After your order you will receive a confirmation by email. The approximative delay of the dispatch is 4/5 working days from the day of the order (outside weekends and bank holidays).

All the orders are sent from Italy. The orders are sent by DHL Express only. You will receive an email on the day of the dispatch with the tracking number of your order once it is shipped. We ship worldwide and the shipping fees are automatically calculated at the basket.

Custom duties taxes may apply outside Europe, and **we are not responsible of this**. We are not able predict you will have duties taxes nor their amounts. Customs fees are calculated based on the value of the package and will not accept returns or issue refunds to customers on orders that were not received due to unpaid duties.

### RETURNS, EXCHANGES & REFUND

Susanna Blu does not accept returns, exchanges and does not proceed with refunds over an order. All the garments made by Susanna Blu are made to order, handcrafted and customized. The sizes are clear and defined by professionals. In order to avoid mistakes, if you are not sure of which size you should go for, please, feel free to contact us at: [info@susannablu.com](mailto:info@susannablu.com).

### DATA PROTECTION

Susanna Blu is committed no to reveal with any others information you communicate to us.

### CONTACT

For all inquiries, a creation request or simply to send us a little note, please reach out at [info@susannablu.com](mailto:info@susannablu.com).

We invite you to read out these Terms & Conditions before placing an order on Susanna Blu website, and once the order is placed, we consider your explicit acceptance of these Terms & Conditions.