

# RETURNS POLICY

S.M Design S.A.C. in the sales of its MILANO BAGS products through the website [www.milanobagsstore.com/usa](http://www.milanobagsstore.com/usa) , offers its customers the possibility to make returns of the products purchased during the first seven (7) working days after receiving the product.

The following products won't be eligible for return:

- Used
- Damaged
- Deteriorated
- Unclean
- Used by the customer
- Stained (such as makeup, lipstick, pen, ink, etc)
- With signs of being in contact with substances like alcohol, benzene, perfume, nail remover, among others.

To be able to exercise the right of return the consumer must comply with the following conditions:

1. All returns must be coordinated through the email [info@milanobags.com](mailto:info@milanobags.com) within seven (7) business days after the date of receiving of the product. All returns are subject to evaluation by Milano Bags and the result of such evaluation or decision will be communicated to the client.
2. It is necessary that the product is delivered as received, that means, with labels, accessories and packaging in the original state of the product, meaning, without having been used.
3. To request a return you must have the respective payment receipt, ballot or invoice, and present it together with the product to the following address: 13087 S.W. 197 Th Street Miami, Florida 33177. If you do not have a proof of payment, you cannot make the return.
4. The return of the product will be made through our operator UPS who is in charge of the delivery of our products. The product to be returned must be in the same presentation in which it was received, in the same dispatch box in which it was delivered and under the conditions described in point 2. The buyer must indicate that he is making a return of a purchase made to Milano Bags and requires that it be sent back to the sender; SM Design SAC (Indicate that it is a shipment by collect to 13087 S.W. 197 Th Street Miami, Florida 33177. The cost of sending this type of return is by account of Milano Bags.
5. In the event that the product is shipped without having complied with the requirements, S.M. Design through the email [info@milanobags.com](mailto:info@milanobags.com) , will inform the buyer that the return does not

proceed for the reason that will be explained and will proceed to the return of the product to the same address where it was delivered initially.

6. Any return approved by Milano Bags causes the issuance of a credit note that supports the return operation.

## **REFUNDS POLICY**

1. The reimbursement of the purchase will be done by reversion to your credit card, the money will be refunded on the card used, only charging expenses and commissions, within the time period established by the operator of the payment gateway and according to the procedures established after Milano Bags approve the return.
2. Milano Bags will approve the return of the money after the product is received and it is approved by quality control. Once accepted the return of the money Milano Bags will communicate with the client to inform him about the modality and deadlines for the return of the money.