



## Shipping Policy

### Shipping Costs in Italy

- € 5.50 for orders up to 5 Kg in Italy
- € 12.00 for orders up to 5 Kg in the locations of Venice, Elba Island, La Maddalena, Carloforte, and other minor islands.
- Free for orders over € 39.00 for Italy

Deliveries are not made in the locations of Livigno, Asinara, Tremiti Islands, and Ustica, unless specifically requested and quoted.

### Preparation and Shipping

The terms indicated are intended as working days, excluding Saturdays, Sundays, and national holidays.

- **Order Processing:** After receiving the order, we prepare the shipment within 2-4 working days, then hand it over to the couriers for delivery.
- **Shipping:** We ship throughout Italy and Europe using major couriers. For shipments in Italy, we use the support of FEDEX and TNT. Any shipments to other European countries, non-EU countries, the United States of America, Asia, and Oceania are agreed upon based on a quote.

We do our best to meet every need, but responsiveness can change suddenly due to human factors. Orders placed over the weekend (or holidays) are prepared on the first available working day.

### Shipping and Delivery

Depending on the time of year, delivery times (from handover to the courier to delivery to your door) of orders may vary, also based on the order configuration. On average, we can reach the destination in 3-7 working days.

We are responsible for securely packing the goods. We are not responsible for delays caused by couriers in case of significant events (strikes, holidays, bad weather, shipping peaks).

If you placed an order through our online shop, you should have received order confirmation immediately after payment. Upon shipment (handover to the courier), you will receive a new email notification with the tracking number. Through this communication, it will be possible to track the shipment.

**Customer Service and Assistance** An assistance service via email and/or direct chat is active on the site during the following hours:

- MON - FRI: 9.00 / 18.00

If the service is not available, it is possible to leave a message to be contacted. The assistance service hours may vary based on holidays, seasonal peaks, or operational needs.