

Terms and Conditions

The following Terms and Conditions govern the offer and sale of products on our website, "[oncemilano.com](https://www.oncemilano.com)". All orders placed by you via the Website as well as our deliveries and services are governed exclusively by this Terms and Conditions set out below, as applicable at the time the order is placed.

The products purchased on "[oncemilano.com](https://www.oncemilano.com)" are sold directly by Once Milano Srl Piazza Città di Boves 5, 31030 Castello di Godego (TV) Italy, VAT 04483230266, phone +39 0423 468941, mail info@oncemilano.com

Once Milano Srl is a subsidiary of Once Milano Ltd, Pearson White Holly Road Cove 18, Farnborough, Hampshire GU140EA (UK). Registered in England and Wales No 07746098 - VAT GB 144573409

1. ORDERS

1.1 To place an order for the purchase of one or more products on [oncemilano.com](https://www.oncemilano.com), please fill the online order form and send it electronically to [oncemilano.com](mailto:info@oncemilano.com), following the relevant instructions.

1.2 The order form contains the main characteristics of each product ordered including unit price, the type of payment that you may use in order to purchase each product, shipping and delivery costs, and a link to this Terms and Conditions in accordance with consumer protection legislation.

1.3 Before submitting your order form for the purchase of products, you will be asked to carefully read and accepted our Terms and Conditions.

1.4 Before submitting the order form, you will be asked to identify and correct possible input errors.

1.5 Once Milano may not process orders when there are not sufficient guarantees of solvency, when orders are incomplete or incorrect, or the products are no longer available. In the above cases, we shall inform you by e-mail that Once Milano has not carried out your purchase order specifying the reasons thereof. If the products are no longer available at the time of your last access or once we have received your order form, we will inform you of the unavailability of the ordered products within five (5) working days from the day after we have received your order.

1.6 Once received the order form, Once Milano will send you a purchase order receipt e-mail, containing a summary of the information related to your order.

2. PAYMENT METHODS

We accept the following payment methods:

2.1 Credit card: Visa, MasterCard and Paypal.

All transactions on [oncemilano.com](https://www.oncemilano.com) are processed using Shopify Payments as payment gateway. Shopify Payments is a validated Level 1 PCI DSS compliant service provider, and is listed on Visa's Global Compliant Provider List and Mastercard's SDP List.

2.2 Paypal

3. PRICE

3.1 If you are ordering within the EU, the total cost of your order is the price of the merchandise plus VAT at the current rate and delivery charges as set out in the delivery options section of this website.

4. COLOURS

4.1 We take every care to ensure that the description and specification of our products are correct at the time of going to press. However, specifications and descriptions of products on this website are not intended to be binding and are intended only to give a general description of the products.

4.2 Actual product colours may vary from colours shown on your monitor or on the on-line catalogue. Colours can be verified by ordering a sample from info@oncemilano.com. While the color reproduction of the products is a close representation, we cannot accept any responsibility for any variation caused by the browser software or computer system used to view the products. If you have any questions, please write to info@oncemilano.com.

5. SHIPPING AND DELIVERY

5.1 Please note that we have set-weights for delivery charges and your individual price will be configured at the point of checkout. Please note this depends entirely on your order.

5.2 For specific product shipping and delivery procedures, please visit our [Delivery and Return section](#).

5.3 Please be aware that outside Europe we ship in DAP, therefore the customer is responsible for import clearance and any applicable local taxes or import duties.

6. RETURN POLICY

6.1 In accordance with consumer protection legislation, you have the right to return your the products purchased from [oncemilano.com](https://www.oncemilano.com), within fourteen (14) calendar days, beginning on the day you receive your order. In this case you will receive a full refund of the price of the products excluding delivery costs.

6.2 You should return the products to our Once Milano srl within fourteen (14) calendar days of the date you notify to info@oncemilano.com of the cancellation, in the same condition in which you received them and at your own expense.

6.3 The return should be shipped to Piazza città di Boves 5, 31030 Castello di Godego (TV) Italy.

6.4 Once we have received your returned item/s we will refund you the products price within 7-14 working days.

6.5 If you are not fully satisfied with your purchase, we will happy to offer you an exchange.

6.6 Orders placed during sales and promotions can't be returned or exchanged.

6.7 In case of faulty items shipping costs will be at our expense.

Please be aware that we can't accept an item returned as faulty if the appropriate product care instructions have not been followed and the damage caused to the product is clearly due to wear and tear or misuse.

6.8 We are unable to accept returns on custom-made items.

7. PRIVACY POLICY

7.1 You will find information on how we process your personal data by clicking on [Privacy Policy](#).

7.2 For further information on our Privacy Policy please write to info@oncemilano.com

8. GOVERNING LAW

8.1 These Terms and Conditions are governed by the Italian law and in particular by Italian legislative decree 6 September 2005 no. 206 on distance contracts and by Italian legislative decree 9 April 2003 no. 70 on certain aspects related to e-commerce.

The European Commission provides a platform for alternative extra-judicial resolution of disputes, available on the website <http://ec.europa.eu/odr>

9. AMENDMENTS AND UPDATED

9.1 These Terms and Conditions may be amended from time to time due to new laws and regulations or other reasons.

10. COPYRIGHT AND TRADEMARK

10.1 The contents of these pages (including pictures, designs, logos, photographs, text written and other materials) are the copyright trademark or registered trademark of Once Milano LTD or its content and technology providers or their respective owners.

ALL RIGHTS RESERVED.

10.2 The copying, modification, distribution, reproduction, or incorporation into any other work of part or all of the material available on this website in any form is prohibited save that you may:

- copy, print (one copy only) or download extracts of the material on this website for the sole purpose of using this website in good faith for domestic purposes or placing an order with Once Milano Srl;

- copy, print (one copy only) or download the material on this website for the purpose of sending to individual third parties for their personal information provided that you do seek no commercial advantage or benefit from so doing and you acknowledge us as the source of the material and that you inform the third party that these conditions apply to them and that they must comply with them.