

Terms and Conditions

SHIPPING & RETURNS

The shipment of the purchased items will commence upon the full payment of the invoice.

The items should arrive within 20 working days. The estimated time depends on whether the items are available in stock.

Once sent, the items should take 3-5 working days. In case the items are in stock, the delivery cannot take longer than 30 days.

For further information please contact us at: info@covo-shop.com

or call us at +39 0690400311

The Law Decree n.50 dated January 1992 declares that customers may assert their disclaimer rights within 30 days from the date of receipt of the product. Customers wishing to assert their disclaimer rights must send, within 30 days from the receipt of the product, a registered letter with notice of receipt, stating: the attention to assert their legal rights, information on the product, progressive order number as issued upon purchasing and bank account information (bank name, reference agency, c/a number) to the following address:

EOLA SRLS

Via Catone 3,

00192 Roma (RM),

Italy.

Alternatively the customer may send:

a) a fax to the address given above within 30 days from the receipt of the product to fax n. +39 0690409175, providing the same information to be stated in the registered letter.

b) an email to webmaster@covo-shop.com within 30 days from the receipt, containing the required information.

To request a refund of the product, customers shall return the disclaimed product to the sender by carrier, within 30 days of the receipt of the goods. The expenses are attributed to the customer and not refunded. The product shall have to be returned with all the shipping documents with which it was originally sent.

Eola srls will refund the price of the product within 30 days from the receipt of the customer's notice of his intention of asserting the disclaimer. It is understood that only the product price detract of 10% will be refunded.

In case of damaged goods, the return policy extends up to 10 days from the receipt of the good. We therefore advice to control the goods on arrival. In the case of faults the return of the goods will be arranged and paid by Covo srl.

The disclaimer can in any case be asserted only if the product and package are substantially integral.

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