



SALE OF PHYSICAL PRODUCTS

When will I receive my order?

Normally, it takes 3-10 business days to process an order, after which we proceed to ship. Delivery times depend on the location and here is an estimate:

- USA: 3-4 business days
- Europe: 6-8 working days
- Australia: 2-14 business days
- Japan: 4-8 business days
- International: 10-20 business days

Where will my order be shipped from?

We work with an on-demand order management company with facilities around the world.

Will I have to pay customs duties?

A customs fee may apply to international orders. However, taxes are not under our control and vary for each country, so consult your local customs office directly to check if they apply duties and taxes.

My order should have arrived, but it's late. What should I do?

Before contacting us, check the following:

- check the shipping confirmation email for any errors in the delivery address;
- inquire at the local post office;
- ask your neighbors if the courier has left the package with one of them.

If the address was correct and the courier did not leave the package either at a post office or with a neighbour, write to us at [support email] quoting your order number. If you have found an error in the delivery address we can send you a replacement order, but this will be at your expense.

Orders

How are the products made?

We work with a print on demand dropshipper. They have offices all over the world, so depending on the delivery address, your orders are printed and shipped from the facility that can handle them in the most efficient and fastest way.

How can I track my package?

You will receive a tracking link for your package when your order is shipped. If you have any questions about this topic or about shipping, write to us at info@antoniogiardiello.it.

I have received a faulty/damaged product, what should I do?



We are very sorry if the product you have ordered has arrived damaged. To help you solve the problem quickly, get in touch with us. Within a few weeks with photos of the product, the order number and any other details that may be useful to us. We will reply as soon as possible to find a solution!

Returns

Our return policies

We do not offer returns or exchanges, but if there is anything wrong with your order please let us know by contacting us.

Do you offer refunds?

We only offer refunds for defective or damaged items. If you have received a defective or damaged product please contact us at [support email] with photos.

Can I exchange an item for a different size/colour?

At the moment we do not offer this possibility. If you are unsure of your size, check our size guide, we have one for every item in the product description section. It can happen, although rarely, that an item has an incorrect label. In this case, you can notify us by writing to info@antoniogiardiello.it within a week of receiving the order. Include your order number and photos of the incorrectly labeled item and we'll exchange it or issue you a refund.