

MANOLO BLAHNIK

RETURN AND REFUND POLICY

MANOLO BLAHNIK BOUTIQUE

This policy applies to items purchased from the boutiques listed below. For any information or clarification, please contact info@manoloblahnik.com, or contact the boutique where the purchase was made. This policy is not intended to limit your statutory rights under applicable law.

BOUTIQUES

Manolo Blahnik Italy S.R.L. – Via Pietro Verri No. 5, Milano, 20121 MI

If you purchased an item at one of the boutiques listed above, Manolo Blahnik grants you the right to return the purchased item within 14 days of the date of purchase. Items must be returned to the same boutique where the purchase was made, accompanied by proof of purchase/sales document, and must be unused, in perfect condition and in their original packaging, in accordance with Manolo Blahnik's general terms and conditions of sale available at the boutique. Once the item has been verified as complying with the above requirements, the refund will be made using the same payment method used at the time of purchase. For purchases made in cash, refunds will be processed via electronic payment. In the case of an original purchase made using a gift voucher, a new voucher will be issued.

Items purchased on sale, on special order or tailored cannot be returned or exchanged.

For any information, please contact info@manoloblahnik.com or the boutique where the purchase was made.

OUR REQUIREMENTS

We cannot process returns, repairs or exchanges if you do not provide your personal details, contact information, proof of purchase or, where applicable, your order number at the time of return, and before we have carried out a thorough preliminary inspection of the item. If you wish to exchange an item, your request must be made within 14 days of purchase; in this case, the same conditions as above apply. Manolo Blahnik accepts no responsibility and cannot accept returns or exchanges for items that have been repaired or altered by third parties. It is also not possible to return or exchange items that have been made to measure, made to special order or clearly tailored, or which, by their nature, have been delivered sealed and cannot be returned for hygiene or health protection reasons and have been opened after purchase.

Items cannot be returned if they have been used, damaged and/or returned without the tags attached at the time of sale and the original packaging, which is considered an integral part of the MB Product. In order for a return to be accepted in relation to the purchase of footwear, the footwear must be tried on on a soft surface, such as carpet, to protect the soles, which will be checked by Manolo Blahnik at the time of return for the purposes and as a condition of the relevant refund.

Your personal data (name, address and contact details) will be processed by Manolo Blahnik exclusively for the purpose of managing returns, repairs or exchanges. Your personal data will in any case be processed in accordance with our privacy policy, which is available at the boutique where you made your purchase.

WARRANTY AND REPAIRS

Our goal is to offer products of the highest quality, handcrafted to ensure exclusivity and durability over time. However, in rare cases, imperfections may arise. In the event of a manufacturing defect, we may offer a repair or replacement, depending on the circumstances.

Please refer to the general terms and conditions of sale available at the boutique or contact info@manoloblahnik.com or the boutique for more information. For the above purposes, you may be asked to provide your contact details, proof of purchase and photographic documentation of the product.

For purchases made at the boutiques listed above, we offer a 2 (two) year warranty from the date of delivery.

If the item is covered by the warranty, we will assess whether it is more appropriate to repair or replace it. The warranty covers manufacturing defects and imperfections, but not damage due to wear and tear or accidental events. Any modification or repair carried out by third parties automatically invalidates the warranty.

SALES, CUSTOMISATIONS AND SPECIAL ORDERS

Items purchased on sale, during special sales, or that have been made to measure, made to order or clearly tailored cannot be returned or exchanged.