

## Amorim Fine Violins Cremona 30-Day Return and Refund Policy for online acquisitions

The main goal of Amorim Fine Violins Cremona, the "Seller", is to guarantee your full satisfaction. We, from Amorim Fine Violins Cremona, want this instrument to be exactly what you are looking for, however if the instrument doesn't respond to all of your needs, we are here to help you!

If, for any reason whatsoever, the chosen masterpiece does not respond to your needs or to what you were expecting, you may exercise your right to cancel your purchase and return purchased products by simply notifying Amorim Fine Violins Cremona of your decision to cancel within thirty (30) calendar days from the date on which you received the purchased product from [amorimfineviolins.com](http://amorimfineviolins.com).

In such case, you can either choose to:

- a. Upgrade to a more expensive instrument and pay the difference.
- b. Downgrade to a less expensive instrument and get a refund of the difference.
- c. Choose another one of the same prices and not pay anything.
- d. Have a 100% refund.

Amorim Fine Violins Cremona covers all the first chosen instrument's return costs and the shipping of the second one to enhance your online buying experience. Hassle-free returns are our specialty. Get in touch with us through the contact information printed on your arrival kit; we will make sure to assist you through all the steps.

### 1. TERMS AND CONDITIONS OF RETURN

In order to qualify for our 30-Day Return Policy, the following must be met:

- a. Check our instructions printed on your arrival kit. In case you lost it or it was damaged, send us an email, and we will be happy to guide you through all steps.
- b. Contact us within thirty (30) calendar days from the date you received the products.
- c. Make sure that you take reasonable care of the products and that they have not been modified or damaged in any way.
- d. Each instrument must be accompanied by the corresponding intact Certificate of Authenticity, import document and invoice.
- e. The instruments should be returned in their original packaging. We ask all our clients to keep the package for at least until the end of the 30-day trial period, as we aim to use the same packaging in case of returns. In your arrival kit, you will find the instructions on how to pack your returning instrument correctly. Follow all the instructions carefully and do not hesitate to contact us in case of any doubts.
- f. The returned items must be shipped back to Amorim Fine Violins Cremona within two (2) calendar days of the date you notify us of your decision to cancel.

Although, unlikely to happen, if the instrument arrives damaged, please, make sure to contact us immediately. We will ask you to provide us with some photos to show its current state.

Depending on the damage we will either repair it or, in case you prefer, you can be 100% refunded. We will cover all the costs of repair or return.

Should you decide to exercise your right to return purchased instruments, please take reasonable care of the products. The Seller has the right to not accept returned and/or make a claim against you if you do not take reasonable care of the products, for example, where products have been altered from their original status or damaged or when the instrument is sent with a non-authorized package.

You will be notified if the returned products cannot be accepted. In this case, you may choose to have the products delivered to you at no expense by the Seller. If you refuse the above delivery, the Seller reserves the right to retain the products and the amount paid for your purchase of the products.

## **2. REFUND TIMES AND PROCEDURES**

After Amorim Fine Violins Cremona has received the returned instruments and checked that the instruments meet all requirements, you will receive an e-mail that the returned products have been accepted. Whatever form of payment you used (credit/debit card, PayPal, bank transfer), the refund procedure will start within:

Where we collect the products from you through our approved courier, thirty (30) calendar days from the day the Seller was informed of your decision to return the purchased products for a refund.

The time for refunding the amount you paid for purchasing the returned products depends on the form of payment used:

- payment by PayPal/Credit/Debit card:

refunds will be credited to your PayPal account. The reimbursement to the credit card depends on the company that issued the card; however, that the value date for the credit will coincide with the date of the original payment; therefore, you will not suffer any interest loss;

- payment made by bank transfer

you will be refunded the amount you paid for the products returned to the Bank account you indicate in the Return Form; the time needed for refunding depends on the information you provided in your order; normally refunds take place within a month, depending on the Bank's own policies. Please remember it is necessary to have a Bank account in order to receive a refund for bank transfer orders.

Where the product was purchased as a gift, the refund of the sums paid for purchases will be made to the individual who purchased the product and made the payment.

Please bear in mind that import duties are not the responsibility of Amorim Fine Violins Cremona. Refunds will depend on the policy of the country the instrument was shipped to.

### **3. SHIPPING COSTS**

Amorim Fine Violins Cremona will cover the costs of two shipments and one return. Amorim Fine Violins Cremona will not charge return shipping costs for costumers' first exchange within the 30-day trial, neither charge the shipping of your second choice. However, in case the decision is to return the second choice, all return costs are under the costumers' responsibility.

### **4. CERTIFICATE OF AUTHENTICITY**

All products come with the Certificate of Authenticity which is part of the product and guarantees it is original. Please keep the Certificate in a safe place. Returned products without such Certificate or with a damaged/altered Certificate will not be accepted.

### **5. COURIER**

Please contact the seller in order to organise the return procedures. Please note you must use the shipping courier or other postage method recommended by the Seller.

Returned products should be solely delivered through our approved courier, any returns that does not follow our returns guidelines and are by a different courier will not be considered, and refund or exchange will not be deemed applicable.

### **6. GOVERNING LAW**

These Return Policy conditions, which are part of the General Conditions of Sale, are governed by Italian law and in particular by Italian legislative decree 6 September 2005 no. 206 on distance contracts.

This returns policy was last updated on 26th February 2021.