

Shipping and Return Policy

Shipping Policy

Your order will be processed within one business day upon receipt of payment notification. Pre-ordered items not currently in stock are handcrafted based on the production time indicated for each piece (ranging from 2-7 weeks).

Delivery times depend on the location of the shipping address:

DELIVERY METHOD	DELIVERY TIME	ESTIMATED SHIPPING COST
- IN-STORE PICKUP*	4 Business Hours	FREE
- EXPRESS COURIER**	16 Business Hours	€10
- ITALY STANDARD	2-3 Business Days	€10
- ITALY EXPRESS	Next Business Day by 12.00 noon	€30
- EU STANDARD	2-3 Business Days	€20
- EU EXPRESS	2 Business Days by 12.00 noon	€35
- EUROPE NON-EU STANDARD***	2-3 Business Days	€25
- EUROPE NON-EU EXPRESS***	2 Business Days by 12.00 noon	€35
- WORLDWIDE STANDARD***	3-7 Business days	REFER TO TABLE

Shipping to Italy included for all online orders over €250. International shipping included for all online orders over €400.

* IN-STORE PICKUP orders will be ready within 4 Business hours from fulfillment notification. Customers will be sent an email to the email address indicated in their Billing Details once the order is ready to be collected. The *Atelier* is open from Monday to Friday 9.30 – 13.30 / 14.30 -18.30 to pickup orders.

** EXPRESS COURIER Only available for orders delivered in the city centre of Milan (zip codes 20121-20162).

*** For all orders delivered outside the EU, the recipient of the merchandise is responsible for payment of customs, duties or taxes levied by the destination country on the goods.

For items **CUSTOM MADE** of the **Name Collection**, production time takes 4 to 7 weeks, depending on the finishing options and specifications of the customer. Any production delays will be promptly communicated.



Return Policy

We offer a 14 day return policy, which means you can return your purchased merchandise within 14 consecutive days – starting from the delivery date. You will be given a full refund for the merchandise providing it is in the same condition as received, subject to the following conditions:

- The merchandise must be returned in its entirety.
- The merchandise must not be damaged in any way.
- The merchandise must be returned in its original packaging.
- The merchandise has not been made to order or personally customised.

All shipping and handling fees are non-refundable. Please send an email to digital@omvisconti.it specifying RETURN in the subject line. Once the return has been approved, we will send you a return label to ship the item back to our headquarters. A refund minus the cost of the return label and the shipping and handling costs will be issued to the original form of payment within 30 days of receiving your item. Confirmation will be sent by email once we have processed the refund.

Items CUSTOM MADE cannot be returned and are commissioned as a final sale at the time of order. Any variation must be promptly communicated within 2 business days.

For further information, please do not hesitate to contact us via email: digital@omvisconti.it or +39 0284190134. Monday to Friday 9:30 am – 6:30 pm.

International Shipping Costs

DHL Standard € 20			
Austria	Germany	Netherlands	
Belgium	Greece	Portugal	
Croatia	Ireland	Spain	
Denmark	Isola di Man	Sweden	
Finland	Luxembourg		
France	Monaco		
DHL Standard € 25			
Albania	Faer Oer Island	Lituania	Serbia
Andorra	Gibraltar	Macedonia	Slovakia
Belarus	Guernsey	Malta	Slovenia
Bosnia and Herzegovina	Hungary	Moldova	Switzerland
Bulgaria	Jersey	Montenegro	Turkey
Cyprus	Kosovo	Norway	Ukraine
Czech Republic	Latvia	Poland	United Kingdom
Estonia	Liechtenstein	Romania	
DHL Standard € 30			
Canada	Canary Islands	District of Columbia	United States

International Shipping Costs

DHL Standard € 40			
American Samoa	Colombia	Jamaica	Qatar
American Virgin Islands	Costa Rica	Japan	Saint-Barthelemy
Anguilla	Curaçao	Kuwait	Saint-Eustatius
Antigua and Barbuda	Dominica	Macao	Saint-Kitts
Argentina	Dominican Republic	Malaysia	Saint-Lucia
Aruba	Ecuador	Maldives	Saint-Martin
Australia	Egypt	Martinique	Saint-Vincent
Bahamas	El Salvador	Mexico	Samoa
Bahrain	Fiji	Micronesia	Saudi Arabia
Bangladesh	French Polynesia	Montserrat	Singapore
Barbados	Greenland	Nevis	South Africa
Belize	Grenada	New Caledonia	South Korea
Bermuda	Guadeloupe	New Zealand	Sri Lanka
Bolivia	Guam	Oman	Suriname
Bonaire	Guatemala	Pakistan	Taiwan
Brazil	Guyana	Palau	Thailand
British Virgin Islands	Guyana French	Panama	Trinidad and Tobago
Brunei	Haiti	Paraguay	United Arab Emirates
Cayman Islands	Hong Kong	Peru	Uruguay
Chile	India	Philippines	Venezuela
China	Indonesia	Puerto Rico	

International Shipping Costs

DHL Standard € 50

Afghanistan	Ethiopia	Mali	Sierra Leone
Algeria	Falkland Islands	Marshall Islands	Solomon Islands
Azerbaijan	Gabon	Mauritania	Somalia
Benin	Gambia	Mauritius	Somaliland
Bhutan	Georgia	Mayotte	Swaziland
Botswana	Guinea	Mongolia	Syria
Burkina Faso	Guinea Bissau	Mozambique	Tagikistan
Burundi	Iran	Myanmar	Tanzania
Cambodia	Iraq	Nauru	Timor Est
Cameroon	Israel	Nepal	Togo
Cape Verde	Jordan	Nicaragua	Tonga
Central African Republic	Kazakhstan	Niger	Tunisia
Chad	Kenya	Nigeria	Turks and Caicos Islands
Comoros	Kiribati	Niue	Tuvalu
Congo, Democratic Republic	Kyrgyz Republic	North Korea	Uganda
Congo, Republic of	Laos	Northern Marianna Islands	Uzbekistan
Cook Islands	Lebanon	Pakistan	Vanuatu
Côte D'Ivoire	Lesotho	Papua Nuova Guinea	Vietnam
Cuba	Liberia	Réunion	Yemen
Djibouti	Libya	Sao Tome e Principe	Zambia
Equatorial Guinea	Madagascar	Senegal	Zimbabwe
Eritrea	Malawi	Seychelles	