

SHIPPING AND RETURN

Shipping

All shipping services used by L'ALTRADONNA B.V. provide a tracking number.

Please allow up to two business days (not including weekends or holidays) for us to process your order. Processing time is required so that we can review your order information and prepare it for shipping.

We provide free worldwide shipping on orders over €250.

The Netherlands: 1 Business Days (on all orders of any goods which are in stock before 5pm)

EU & UK, Switzerland, Norway: 1-3 Business Days

North America - USA, Canada & Mexico : 4-9 Business Days

Asia, Australia & New Zealand: 5-11 Business Days

Returns

Please send to this address:

L'ALTRADONNA
Freericksplaats 12-14A
3054 GM Rotterdam
The Netherlands

If you are not satisfied with your order, we will exchange or refund you the products concerned. You have 7 days from the date of reception to return us the products via registered courier. You are liable for the expense of sending the return. We will refund any sums that you have paid to us with the exception of postage and packing.

The products must not be worn, altered or washed. Products must be returned in its original condition, and with all the original tags attached. Products returned damaged may be rejected and sent back to the customer at the discretion of L'ALTRADONNA B.V.

Products on sale can neither be returned nor exchanged. Perfumes, candles and beauty products may not be returned or exchanged. Footwear must also be accompanied by the original shoe box in its original condition.

We require up to 5 business days of receiving the products. Financial institutions may require additional days to process the refund before the funds are returned to the account. Additionally, returns should be shipped with a service that provides a tracking number and insurance as we are not responsible for delayed or lost packages. Any returns received that do not comply with the above may be denied at the discretion of L'ALTRADONNA B.V.