

Signoria Firenze Return Form

If you are not completely satisfied with your purchase Signoria will gladly issue a full refund with **no return or restocking fees**. If there are any discrepancies with your order please

Email: info@signoriausa.com, or call toll free: 800-611-0135 Mon-Fri 9:00am -4:30pm EST. Please note the following:

- Items need to be returned within 30 days of receipt
- Items need to be returned in the original packaging unused and unlaundered
- We do not accept exchanges but invite you to return unwanted items and make a new purchase
- Items need to be returned to our customer service facility for inspection; please do not return to our warehouse or a retail partner
- Eligible returns will be refunded in full, except for the original shipping charge, to the original payment method within 7-10 days of receipt of the return. You will receive an email notifying you of the refund once processed.
- In the case of a claim for damaged or defective items, please allow 7-10 days to inspect the goods

Directions

1. Download and fill out the PDF Return form
2. Email to info@signoriausa.com
3. You will receive a return authorization # (RA #) and UPS return label via email
4. Pack in the original carton if possible and adhere the UPS return label
5. Place a copy of the PDF form in the carton for easy identification and speed of processing the return

Billing Information:

Order #:

Name: -----

Address: -----

State: ----- ZIP: -----

Tel:

Email: -----

Return Entire Order (*no need to itemize items and quantities*)

Partial Return (*please itemize items and quantities*)

Qty
Code

Item Number

Reason

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-----	-----	-----
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Return Reason Codes:

01 Change of Mind

02 Do not like it (*please explain*)

03 Incorrect item(s) (*please explain*)

04 Damaged (*please explain*)

05 Defective (*please explain*)

Contact Information

You may contact us in the following ways:

E-mail:

info@signoriausa.com

Toll Free

Tel: 800-611-0135 (*mon – fri 9:00am - 4:30pm EST*)

Writing:

Signoria Customer Service

6175 NW 153 Street

Suite 223

Miami Lakes, FL 33014

The offices are closed for the following holidays:

Holiday	Date
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Thanksgiving	3rd Thursday in November plus Friday
Christmas Day	December 25