

RETURN INSTRUCTIONS

T-shirts purchased from Fondazione Prada's online shop can be returned free of charge within 14 working days from delivery.

Products cannot be replaced and therefore, if you wish to change the item, you can perform a return according to the below terms and place a new order.

The t-shirt must be returned in the same condition as it was delivered. The product must be intact, complete, never used, worn or damaged. It must be returned in its original packaging, with a paper bag, tag and personalized card.

To perform a return and request a refund it is necessary to write an email to amministrazione@fondazioneprada.org, specifying the following information:

1. First name, last name, e-mail address and telephone number;
2. Address where the courier will pick up the parcel;
3. Date and time of collection;
4. Reason for return;
5. Photograph of the product you intend to return.

Our staff will provide further instructions regarding the return, including the time and method of collection of the product by the courier, via e-mail.

The courier will pick up the parcel at no additional cost. Otherwise, shipping costs will be at your expense and Fondazione Prada will not be responsible for any loss, damage or theft associated with the return shipping.

If compliance of the return is confirmed, the amount of the returned goods will be credited on the same tool originally used for payment.

For further information you can write an email to amministrazione@fondazioneprada.org.