



REFUND PROCEDURE IN THE EVENT OF A DAMAGED PACKAGE INFORMATION FOR CUSTOMERS

Have you placed your order and are you eagerly awaiting the arrival of your package? But unfortunately, the result is clear, it is a package damaged by the courier. You realized that the packaging on delivery was a bit fragile, crushed, with the box perhaps broken. However, the courier has already left for the next delivery.

The Italian Civil Code in this matter clarifies that anyone who does not precisely perform a due service is required to compensate the damage, and the compensation itself must take into account the loss suffered by the customer, immediate or direct (if I order a good that I absolutely need to work and it arrives damaged, I have a loss of earnings).

At this point it is necessary to take into account the transport contract, which as explained by the Civil Code in art. 1693: "The carrier is responsible for the loss and damage of the things delivered to him for transport, from the moment he receives them to the moment in which returns them to the consignee, unless he proves that the loss or damage resulted from fortuitous circumstances, from the nature or defects of the things themselves or from their packaging, or from the sender's or from the consignee's act". Consequently, the courier is responsible for the package he transports, from the moment he takes charge of it until he delivers it to the recipient

SOLUTIONS?

All the goods you buy from L'Artigiana del Fungo are shipped safely and are covered by insurance. But... how can you make sure you can take advantage of the insurance in case of damaged goods? It's very simple! Just follow these simple rules

- 1) Check the condition and integrity of the external packaging**





L'Artigiana del fungo

- 2) Inspect the package carefully in the presence of the shipper
- 3) If you find tampering and/or damage to the packaging, sign with specific reservation by marking this wording on the delivery note, the recipient reserves the right to ascertain at a later time that the content is intact and has not suffered damage during transportation. Having ascertained that the goods in question arrived damaged upon delivery, the next thing the customer must do is to contact us.



- 4) Write the identified damage in detail on all the documents (eg: dented box on the left side, open packaging, broken/damaged jars, wet packages, packages with crushed macaroons, damaged contents, etc.) Remember to send a photo of the damage. And if the external packaging has no tears? You have to make sure at the time of unloading that everything is ok!
 - 5) If the courier does not accept, reject the package specifying: rejected due to damage
 - 6) If you have any doubts, contact us immediately via whatsapp on 335/8495627
 - 7) Attach bulletin photo (subject to specific reservations) - packaging photo - parcel photo - description of damage
- If you have any doubts, do not hesitate to contact us at the email: info@artigianadelfungo.it