

About us

Alexandra Alberta Chiolo s.p.a., with registered office in via E. Morosini, 22 – 20135 Milan (Italy), VAT No. 06295140963, is a company that designs unique fashion clothing items.

www.alexandraalbertachiolo.com is the only official online store where you can purchase the AAC products and have them delivered directly to your home!

Take a look at the brand-new ALBERTINE to find out all about its features, and place your order in just a few clicks: our team will deliver your order directly to your home.

Buyer's guide

Making a purchase on www.alexandraalbertachiolo.com is easy and fast!

If the product you want to buy is listed in our online catalogue, select "Create your own ALBERTINE" and use the configurator (PAINTBOX) to choose the components (shoe upper, heel, platform) you want to purchase, and click on "Add to cart". When you have finished selecting the components and have clicked on "Proceed with checkout", you will be able to make the payment. At this point, if you already have an account on our online store, you will be redirected to the page to process payment and a Wizard will guide you through the process to complete your purchase. Otherwise, you will be asked some basic information to create your account and you can then complete your purchase using our Wizard.

Your account

After you have placed an order on www.alexandraalbertachiolo.com, by clicking on "My account", you can check all the details of the order. Please note that you will be asked to enter your e-mail address and the password you chose when you created the account. You can log into your account by entering your e-mail address and the password you chose when registering, by clicking on "log in". From your account, you can see the date, content, the amount and the shipping address of your order, as well as track its status.

The sale of products offered on the website www.alexandraalbertachiolo.com is governed by the following terms and conditions. The ALBERTINE are offered for sale only to natural or legal persons who are interested in purchasing them for purposes that are not to their line of business, trade or profession. Alexandra Alberta Chiolo s.p.a. explicitly forbids the retail, sale or rental of its products for purposes that are business-related or professional in nature.

Alexandra Alberta Chiolo s.p.a. invites you to carefully read the terms and conditions of sale before you proceed with your purchase.

Terms & conditions of sale

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1. Definitions

The terms and phrases listed below have the following meaning, it being understood that the terms defined in the singular are also referred to in their plural form, and vice versa.

- Customer: refers to a natural or legal person who, acting for purposes unrelated to entrepreneurial activity, business, craft or profession, buys one or more products through the Online Store, thereby implicitly accepting the Terms and conditions.
- Parties: collectively refers to ALEXANDRA ALBERTA CHIOLO S.P.A. and customers.
- Terms and conditions: refers to these terms and conditions of sale and any future new versions that are published on the Online Store by ALEXANDRA ALBERTA CHIOLO S.P.A..
- Online Store: refers to the virtual store managed by ALEXANDRA ALBERTA CHIOLO S.P.A. and accessible through the URL www.alexandraalbertachiolo.com, where customers can purchase the Products.
- Purchase contracts: refers to the purchase contracts for Products entered by the Customer(s) and ALEXANDRA ALBERTA CHIOLO S.P.A. by placing an order on the Online Store, pursuant to art. 3.
- Orders: refers to the Product purchase orders submitted by Customers, in accordance with the Terms and conditions and with the procedure referred to in art. 6.
- Order confirmation: refers to the e-mail message whereby ALEXANDRA ALBERTA CHIOLO S.P.A. informs Customers that an order has been accepted.
- Price: refers to the selling price of the Products, as indicated in the Online Store next to or below the Product.
- Products: refers to the products published on the Online Store for the purpose of selling them to Customers.
- Profile: refers to the area of the Online Store where Customers can, upon authentication: (i) review and edit their personal information and the addresses where the products included in the Order must be shipped and delivered; (ii) view past Orders; (iii) access to any specific function related to their navigation of the Online Store.

2. Scope

2.1 These Terms and conditions govern all Purchase contracts and form an integral part thereof.

2.2 The terms and conditions may be changed at any time, it being understood that those applicable to the Purchase contracts will be those published on the Online Store at the time the Customer placed the Order.

2.3 In the event of a conflict between these Terms and conditions and any other terms and conditions for Purchase contracts published on the Online Shop, those most favourable for the Customers shall apply.

3. Stipulating a Purchase contract

3.1 ALEXANDRA ALBERTA CHIOLO S.P.A. will send Customers an Order confirmation within 2 business days of receipt of the Order submitted through the website www.alexandraalbertachiolo.com.

3.2 The Purchase contract is considered to be validly stipulated between Parties from the moment in which the Customer receives the Order confirmation e-mail. If the Customer does not receive the Order confirmation within 2 business days as mentioned in art. 3.1, the Order is considered to have been rejected by ALEXANDRA ALBERTA CHIOLO S.P.A.. ALEXANDRA ALBERTA CHIOLO S.P.A. reserves the right to reject the Order without any liability if:

- the Customer has a past record of breaches to contractual obligations (for contracts entered with ALEXANDRA ALBERTA CHIOLO S.P.A.)
- for Orders submitted by third parties and not directly by the "Customer"
- if the Customer has been or is involved in fraudulent acts of any kind, and
- if there is legal dispute in or out of Court regarding a previously submitted order.

Moreover, ALEXANDRA ALBERTA CHIOLO S.P.A. can decide not to process an already confirmed Order if it does not receive payment from the Customer, as required under art. 7 of these Terms & conditions of sale. In case of unavailability of the Product(s) at the moment of the Order confirmation, ALEXANDRA ALBERTA CHIOLO S.P.A. shall apply the contents of art. 4 of these Terms & conditions of sale.

3.3 By submitting an Order on the website, the Customer implicitly declares to have read all the Terms and conditions of sale, as well as all the other information published on the Online Store, including information recalled through external links, and to have accepted them in full. Submission of an Order on the website counts as proof of the Customer's acceptance of the Terms and conditions of sale and of all other information published on the Online Store, including information recalled through external links.

3.4 Before submission of an Order, the Customer will receive a recap of the selected Product(s), the price(s), the payment method chosen, the delivery terms and shipping costs, the procedure to request after-sales customer service, the commercial legal guarantees applicable, as well as the terms and conditions for exercising the right of withdrawal.

3.5 Upon receipt of the e-mail confirming that the products have shipped, the Customer will receive a copy of the information referred to in the previous article.

3.6 Customer Orders will be stored in the database of the Online Store, in accordance with the processing methods established by Leg. Decree no. 196 of 30.06.2003 ("Privacy") and will be accessible to the Customer by contacting the references mentioned under art. 16 — My Account.

3.7 Submission of Orders is governed by these Terms and conditions of sale, is binding for the Customer (without prejudice to the Customer's right of withdrawal) and entails the obligation for the latter to pay the price of sale of the Product.

4. Product availability

4.1 The Customer acknowledges that stocks of products offered for sale on the website www.alexandraalbertachiolo.com are limited, that the products published on the website may be subject to changes without notice, and to be aware of the conditions that apply in the event of their unavailability.

4.2 For every Product published on the Online Store, ALEXANDRA ALBERTA CHIOLO S.P.A. specifies whether:

- (i) it is available in stock;
- (ii) it is not available in stock.

4.3 The Products published on the Online Store and their availability may vary at any time. ALEXANDRA ALBERTA CHIOLO S.P.A. shall not be held liable in any way towards the Customer for a product that was available at the time the Customer placed the Order, but that is no longer available in stock at a later date.

4.4 In case of unexpected unavailability of the product, ALEXANDRA ALBERTA CHIOLO S.P.A. will inform the Customer, indicating also (if possible) the date when the Product(s) ordered are expected to be available again. The Customer will be entitled to choose whether to wait for the Product to become available again, whether to replace the Order with another Order for a Product available at the time, or whether to proceed with the cancellation of the Order and file request for a refund, if the Customer has already paid the price of the Product ordered. If the Customer chooses this third option, ALEXANDRA ALBERTA CHIOLO S.P.A. will not apply any charges. If any charges have already been applied, the Customer will receive a refund in the shortest time possible.

5. Price and shipping costs; taxes and fees

5.1 The Price is expressed in € (Euro). The applicable Price is the one published on the Online Store at the time in which the Customer places the Order.

5.2 The Price includes the VAT applicable at the date in which the Order is submitted on the website.

5.3 The Price does not include shipping costs. ALEXANDRA ALBERTA CHIOLO S.P.A. reserves the right to charge shipping costs to the Customer, which may vary depending on the type of shipment, the quantity of Products to be delivered, their volume, weight and the country of destination.

5.4 The shipping costs charged by ALEXANDRA ALBERTA CHIOLO S.P.A. are specified separately from the Price before the Customer places the Order, and will be due along with the Price when the Customer processes payment of the Order, in accordance with the terms referred to in art. 7.

5.5 The Customer shall be responsible for paying any taxes, levies, fees and other charges provided for by the laws of the Country where the Products are shipped, which will be paid upon delivery of the Product, directly to the tax or custom authorities, or to the courier in charge of delivery.

6. Procedure for submitting an Order

6.1 In order to be allowed to submit an Order, the Customer is required to create an account on the Online Store, filling in the "required" fields of the registration form and choosing a password that the Customer will have to enter when submitting an Order and for future access to the My Account section of the website.

6.2 The Customer can purchase the Products by selecting them in the section of the Online Store for the searched Product and adding them to the "cart". If the Customer wishes to purchase more than one Product, the above procedure must be repeated for each Product. After having chosen the Products, the Customer must create an account (if he has not already), as referred to in art. 6.1 or, if he has already, log into his account, entering the e-mail and password in the fields and clicking on "Proceed to checkout". After having checked that the Product(s) are the ones he intends to purchase (including their quantity) and clicking on "Continue", the Customer will be asked to choose the payment method, as referred to in art. 7. After having chosen the payment method, the Customer can proceed to checkout by clicking on "Submit order".

7. Payment method

7.1 The Customer can pay the Price and shipping costs referred to in art. 5 by credit card (including but not limited to VISA, MASTERCARD, AMERICAN EXPRESS), PayPal, bank wire transfer, or other payment method accepted by ALEXANDRA ALBERTA CHIOLO S.P.A. and indicated on the Online Store. ALEXANDRA ALBERTA CHIOLO S.P.A. reserves the right to change the payment methods available to the Customer at any time, without prejudice to the fact that the payment methods available to the Customer are those published on the Online Store at the time in which the Customer submits an Order.

7.2 If the Customer chooses to pay by credit card ALEXANDRA ALBERTA CHIOLO S.P.A. will charge the Price and shipping costs to the card, as referred to in art. 5, only once it has checked the credit card information by contacting the issuing bank, and after having received authorisation to charge the Price and shipping costs to the card. ALEXANDRA ALBERTA CHIOLO S.P.A. will notify the Customer that the Price and shipping costs referred to in art. 5 have been charged to his card in the Order confirmation e-mail. The credit card information sent when placing an Order is encrypted and forwarded directly to the bank that processes payments for online purchases. Payments are made directly on a secure server with SSL encryption code, in order to ensure that the online transaction is 100% safe. Credit card information cannot be accessed by ALEXANDRA ALBERTA CHIOLO S.P.A. or other third parties, neither during or after the Customer submits an Order.

7.3 In case of payment by bank wire transfer, the Customer must make wire payment to the bank account indicated on Online Store, stating as reason for the transfer, the order number communicated by ALEXANDRA ALBERTA CHIOLO S.P.A. in the Order confirmation.

7.4 If the Customer chooses PayPal as payment method, when placing the Order, the Customer will be redirected to the PayPal website to process secure payment. On the PayPal website, the Customer can pay the Price and shipping costs referred to in art. 5 using his PayPal account in accordance with PayPal's terms of use. ALEXANDRA ALBERTA CHIOLO S.P.A. will notify the Customer that the Price and shipping costs referred to in art. 5 have been charged to his PayPal account in the Order confirmation e-mail.

7.5 ALEXANDRA ALBERTA CHIOLO S.P.A. will send the Customer an invoice by e-mail or letter mail, as required by applicable law. ALEXANDRA ALBERTA CHIOLO S.P.A. will use the information provided by the Customer to compile the invoice. No changes can be made to invoices that have already been issued by ALEXANDRA ALBERTA CHIOLO S.P.A..

7.6 The information received by ALEXANDRA ALBERTA CHIOLO S.P.A., pursuant to article 7, will be used for the sole purpose of processing Product sales or refunds, if the Customer chooses to exercise the right of withdrawal referred to in art. 9.

8. Shipping and delivery of products

8.1 The Products purchased are delivered by ALEXANDRA ALBERTA CHIOLO S.P.A. through couriers chosen from time to time, in accordance with art. 8.2. ALEXANDRA ALBERTA CHIOLO S.P.A. is under no obligation to ship the Products until it has received payment of the price and shipping costs, as referred to in art. 5. Once it receives payment of the Price and shipping costs referred to in art. 5, ALEXANDRA ALBERTA CHIOLO S.P.A. agrees to process shipment of: (i) Products available in stock (as defined in art. 4.):

- if the Customer chooses to pay by credit card, ALEXANDRA ALBERTA CHIOLO S.P.A. will ship the Products within 3 business days from the date in which it receives authorisation by the card issuing bank to charge the amount to the card, as referred to in art. 7.2;

- if the Customer opts for another payment method (i.e. PayPal; bank wire transfer, etc.) ALEXANDRA ALBERTA CHIOLO S.P.A. will ship the Products within 3 business days from the time in which it receives the payment; (ii) Products that are not available in stock, even if the Customer has already processed payment, will be shipped within the same term from the

date in which the Products are available again in stock, or from the date in which the Customer places a substitute Order, as established under art. 4 of these Terms & conditions of sale.

8.2 ALEXANDRA ALBERTA CHIOLO S.P.A. guarantees it will ship the Products in the Countries indicated on the Online Store through express couriers, chosen from time to time, depending on the type/quantity of Product(s) ordered and the country of destination. The Products are shipped by ALEXANDRA ALBERTA CHIOLO S.P.A. and delivered by its courier to the address indicated by the Customer when registering on the website as referred to in art. 6.1, or to a different address indicated when submitting the Order.

8.3 ALEXANDRA ALBERTA CHIOLO S.P.A. agrees to do everything in its power so that the Products shipped in accordance with articles 8.1 and 8.2 are delivered by the selected couriers - in Italy, within 48 hours from the date of shipment;

- outside of Italy: within 10 days from the date of shipment.

In any case, ALEXANDRA ALBERTA CHIOLO S.P.A. agrees to deliver the Product(s) purchased by the Customer within 30 days from the date in which the Order was placed.

8.4 The delivery terms referred to in art. 8.3 are not, however, binding, and ALEXANDRA ALBERTA CHIOLO S.P.A. is not responsible in any way for their breach due to or caused by the negligence of third parties.

8.5 In order to allow the Customer to track his Order, ALEXANDRA ALBERTA CHIOLO S.P.A. generates an Order number that is listed under the section "My Orders" (accessible on the pages of the Online Store) for the Customer to review all the Order information.

8.6 The Customer can also check the Order status by accessing the function "Track Order" provided by the courier chosen by ALEXANDRA ALBERTA CHIOLO S.P.A. to process delivery. This order status check is available to the Customer only once the Products have shipped, by entering the Order tracking information communicated by ALEXANDRA ALBERTA CHIOLO S.P.A. by e-mail, or by accessing the My Account section of the website.

8.7 The Customer or third parties authorised to receive the shipment at the address indicated in the Order confirmation are expected, upon delivery, to check that:

(i) the Products correspond to the indications in the transport docket (DDT), both in terms of product quantity and type;

(ii) the package/box is undamaged (such as torn, wet or in any way altered, including materials used to seal the package/box).

8.8 The Customer is required to report any irregularity found in the package/box of the Products and any mismatches in the Product quantity or type immediately, by signing the transport docket "with reservations". In light of the above requirement, it is understood that once the Customer has signed the transport docket without indicating any reservations, he is no longer entitled to file a claim against ALEXANDRA ALBERTA CHIOLO S.P.A. for the goods delivered.

8.9 The courier will deliver the Products only to the Customer or an authorised third party; the person to whom the Products are delivered must sign the transport docket as confirmation of receipt. The couriers do not deliver to P.O. boxes or leave the Products in the mailbox or the like.

9. Right of withdrawal

9.1 The Customer has a notice term of 14 days within which to withdraw from the Purchase contract, without having to specify the reason thereof.

The term mentioned above, i.e. fourteen days, begins on the date that the Customer or the third party designated by the Customer acquires physical possession of the goods or of the last Product in the case of several shipments ordered by the Customer as part of a single Order and delivered separately.

The Customer is required to return the Product(s) within 14 days from the date of withdrawal. Such term shall be deemed to be met if the Customer returns the goods before the deadline indicated.

9.2. The Customer can exercise the right of withdrawal by sending written notice (by e-mail) to the address indicated in art. 16; the notice must include:

- (i) manifestation of the intention to exercise the right of withdrawal;
- (ii) an indication of the Order that generated the Purchase contract that the Customer intends to cancel.

9.3 In the event of the Customer's exercise of the right of withdrawal provided for in this art. 9: (i) the Customer agrees to return the Product(s) within 14 business days from the date of the notice of withdrawal referred to in art. 9.1;

(ii) all costs involved in returning Products are paid in full by the Customer; (iii) ALEXANDRA ALBERTA CHIOLO S.P.A. agrees to refund the Price in the shortest time possible, and in any case, within 14 days from receipt of the notice of withdrawal referred to in art. 9.1, provided that:

- the Products have been returned and are intact;
- the package/box and the Products contained are intact; - any accessories, instruction manuals, etc. are returned with the Products and are intact;
- the Products have not been used;

(iv) ALEXANDRA ALBERTA CHIOLO S.P.A. will inform the Customer of the method of refund of the Price and may for this purpose request that the Customer provide his bank account details (IBAN and account holder name).

(v) ALEXANDRA ALBERTA CHIOLO S.P.A. will refund the Price after checking that the Product(s) returned are in their original conditions. ALEXANDRA ALBERTA CHIOLO S.P.A. reserves the right to claim compensation for any damage to or lack of correspondence with the Products originally delivered to the Customer.

9.4 If the Customer exercises the right of withdrawal in a way that is not in conformity with the procedures and terms provided for in this article 9, the Customer shall not be entitled to the refund.

10. Product flaws / inconsistencies

10.1 The Products sold are subject to the legal warranty referred to in articles 129, 130 and 132 of Leg. Decree no. 205/2006.

10.2 The Customer may request to the seller, within the deadline referred to in art. 132 of Leg. Decree no 206/05 (Consumer code), the remedies provided by the Consumer code for Product non-conformities uncovered upon delivery of the goods. In the event of such non-conformities, the Customer is entitled, more specifically, pursuant to art. 130 of the Consumer code, to have the Product(s) restored to conformity, i.e. repaired or replaced without a surcharge and under the conditions established by law, or rather, in accordance with paragraph 7 of art. 130 of the Consumer code. If one of the above-mentioned remedies is not feasible, the Customer shall be entitled to receive a discount or to withdraw from the Purchase contract. However, the Customer is required to report any Product flaws within the maximum term of 2 (two) months from the date in which he uncovers the given flaw. Direct action to enforce the lack of conformity not fraudulently concealed by ALEXANDRA ALBERTA CHIOLO S.P.A. is prescribed in any case within a period of 26 (twenty-six) months from delivery of the Product.

Any claim under this article shall be communicated in advance, in accordance with the law, by e-mail sent to: customer@alexandrabertachiolo.com, followed by registered mail with return receipt sent to Alexandra Alberta Chiolo S.p.A, Via E. Morosini no. 22 – 20135 Milan (Italy).

11. Product liability and limitation of liability

11.1 The manufacturer of the Products is the subject responsible for any whatsoever original flaw of the Products offered for sale on the website.

11.2 The manufacturer shall not be liable for any indirect or consequential damages and, as of now, Alexandra Albera Chiolo S.p.A. rejects any liability related to such damage.

12. Privacy

ALEXANDRA ALBERTA CHIOLO S.P.A. represents and warrants that the Customer's personal data will be processed in accordance with the provisions of Leg. Decree no. 196/03, as amended. ALEXANDRA ALBERTA CHIOLO S.P.A. will inform the Customer of the method used to process his personal data when the Customer registers on the website, as per art. 6.1 or 6.2.

13. Errors and/or inaccuracies in the Online Store

13.1 ALEXANDRA ALBERTA CHIOLO S.P.A. is committed to monitoring continuously the information published on the Online Store to identify any errors or inaccuracies. However, it is possible that the Online Store may contain, now or in the future, errors, inaccuracies or omissions.

13.2 ALEXANDRA ALBERTA CHIOLO S.P.A. therefore reserves the right to correct any errors, inaccuracies or omissions contained in the Online Store even after a Customer places an Order, and also reserves the right to change or update the information at any time without prior notice to the Customer.

14. Intellectual property and Product authenticity

ALEXANDRA ALBERTA CHIOLO S.P.A. guarantees that all the Products purchased on the website are authentic. All the Products offered for sale by Alexandra Albera Chiolo S.p.A. are all 100% made in Italy, using the best Italian materials and are manufactured and assembled by Italian artisans in Italy. All components of the ALBERTINE are exclusively owned by Alexandra Albera Chiolo S.p.A. The figurative and non-figurative marks, service marks present on the Products, packaging, accessories, form marks, illustrations, pictures and logos protected by copyright and, more generally, all intellectual property rights related to the Online Store (including the contents), are the exclusive property of Alexandra Albera Chiolo S.p.A. Everything depicted in the Online Store, both graphically (including but not limited to: logos, trademarks, pictures, illustrations, etc.) and content-wise may not be reproduced either in full or in part, transferred using electronic or conventional means, modified, linked and used for any purpose, without the prior written consent of Alexandra Albera Chiolo S.p.A.

15. Applicable law

15.1 The Terms and conditions of Sale are governed by Italian law (and more specifically, by Leg. Decree no. 206 of 06.09.2005, as amended, and by Leg. Decree no. 70 of 09.04.2003 governing e-commerce, as amended) and must be interpreted according to Italian law.

15.2 Any dispute that may arise in connection to the Terms and conditions and/or the Purchase contracts will be settled exclusively by the Court having jurisdiction in the place of residence or domicile of the Customer.

16. Contact us

For more information and assistance on the Online store or on how to purchase products on the Online Store or stipulate Purchase contracts, Customers can contact us through our customer service by writing to: customercare@alexandraalbertachiolo.com.

Customer service

Our customer service is at your complete disposal for any doubts or questions you may have; contact us by e-mail at: customercare@alexandraalbertachiolo.com.

Return policy

If you no longer want a Product you have purchased, you can return it within 14 days from the date of delivery. Please note that your refund will be credited only once our quality team has checked the product's conditions.

Products returned must not have been worn, washed or altered in any way, must have all their original labels and must be in their original packaging.

Return shipping costs

If you wish to return a product, you will be responsible for paying all return shipping costs by courier or postal mail. We suggest that you choose a shipment method that allows you to track the package, so that you can easily monitor the status of your return, and keep the receipt of return shipment for any subsequent checks.

Procedure for returning a Product

1. Complete the procedure to return a Product by sending an e-mail to: customercare@alexandraalbertachiolo.com that specifies:

(i) the intention to exercise your right of withdrawal;

(ii) an indication of the Order that generated the Purchase contract that you intend to cancel;

2. Follow the instructions provided by our Customer Service Department to complete the procedure;

3. Return the products to:

Alexandra Alberta Chiolo S.p.A.

Via Aldo Barbaro 15

10143 Turin (TO)

Italy

Please note that about 3 weeks will pass between the date in which you return the item and the one in which we confirm if the return has been accepted.

How to request a refund

You can request a refund by returning the Product(s) within 30 days from the date of delivery. Make sure you have read our Return Policy, then, return the product in accordance with our instructions.

Refund amount

The fees to process the refund are covered by the Online Store. Conversely, all costs for shipping by courier or postal mail are paid by the Customer. We will then refund the value of all returned products (price only).

Refund policy

The refund will be credited to the same payment method used for the Order. **IMPORTANT REMINDER: ALEXANDRA ALBERTA CHIOLO S.P.A. will refund returned products paid**

by wire transfer by the same method. To allow us to process the refund, you will be asked to enter your bank account details when filing the return request on the website.

Refund processing times

Please note that your refund will be credited only once our quality team has checked (and approved) the product's conditions. This is our way of making sure you are always happy with your purchases on Alexandra Alberta Chiolo. Please note that about 3 weeks will pass between the date in which you return the item and the one in which we confirm if the return has been accepted. Please note that for orders paid with credit card, refunds can take up to 4 weeks to appear on your statement.

Payment method

Our Online Store accepts payments via PayPal, Credit card (VISA, MASTERCARD, AMERICAN EXPRESS) and bank wire transfer. You can choose the preferred payment method at the end of the purchasing process.

Payments in cash or with cash on delivery or by e-mail are not accepted at present.

Note: If you choose to pay with another currency, the exchange rate applied will be the one applicable on the date of purchase. There is no additional fee for the currency conversion.

PayPal

PayPal allows anyone with an e-mail address to send and receive payments securely and free of charge.

By following the link "Pay with PayPal", you will be redirected to the PayPal secure site. Here, if you already have a PayPal account, you can authorise a payment. If you still do not have a PayPal account, after free registration and entering your credit card (or a prepaid debit card, such as Postepay), you will be able to make payments.

Credit card

You can make secure payments on www.alexandraalbertachiolo.com using any major credit card (VISA, Mastercard, American Express and Maestro).

Your credit card is accepted and payment is processed at a later time. For added security, our Payments Department may contact you for further details before confirmation of your order. This can therefore affect delivery time of your order.

Bank wire transfer

The procedure to pay for your order on the Online Store by wire transfer is simple and safe:

4. To complete your order, select 'Bank transfer' from the list of accepted payment methods.
5. Click on "submit order": your order will be immediately recorded in our systems;
6. Process payment via wire transfer at a branch of your bank or through the Online Banking service to the bank account notified to you by e-mail.

IMPORTANT REMINDER: Remember to enter the "reason" in the description or in the payment field. Failure to specify the reason will not allow us to process your order.

IMPORTANT REMINDER: Payment by bank transfer can take up to ten days for approval and during this period, you will not be able to reserve the items chosen. If you want your order to be

processed faster and do not want to risk the eventual depletion of stocks, we suggest that you choose an alternative payment method.