

## **1.- Shopping at Milou & Pilou is very easy. Just follow these steps:**

View the products you are interested in and click on the photograph to zoom in and see every detail, available sizes, composition, reference code and price. You can also see other customer reviews to get additional feedback about the product.

Select an item of clothing and add it to your basket. You can then choose to continue shopping or to process order.

Select a payment method: Visa, Visa Electron, Mastercard, PayPal, Bank Transfer.

Please note we don't accept American Express transactions.

On the Credit Card Transactions our payment bridge is the Secured TPV Redsys so you will be redirected to a secure page.

Confirm the order.

You will receive an email confirming your order. In 48 hours you will receive an email from a logistic transport with the tracking number for your reference.

### **How can I be sure that I've made my purchase correctly?**

Once you have placed your order, you will receive a confirmation email. If you do not receive an email, contact our customer service [info@milouandpilou.com](mailto:info@milouandpilou.com).

Can I track my order?

Yes, click on the "Order Information" link in the confirmation email sent to you

Can I remove items from my order?

Yes. You can delete any unwanted items from your shopping bag as long as the order hasn't been processed yet.

Can I cancel my order?

Yes. You can cancel your order as long as its status allows you to.

### **What should I do if I receive a faulty item?**

Milou & Pilou only sells items in perfect condition so, in the rare event of receiving a faulty item, please contact us at [info@milouandpilou.com](mailto:info@milouandpilou.com).

### **What should I do if I receive an incorrect item?**

If you were to accidentally receive an item that you did not order, please contact us at [info@milouandpilou.com](mailto:info@milouandpilou.com).

## 2.- PAYMENT

### **What payment method can I use to make my purchase?**

We offer the following payment methods: Visa, Visa electron, Mastercard, Paypal, and also Bank Transfer. Please note Amex is not allowed.

### **Why might my credit card be refused?**

Your credit card may be refused for any of the following reasons:

- your credit card might be expired, please check validity of your credit cards prior using them. Please note that CVC number is located on the back of the credit card.
- You have reached your credit limit so please you should contact your bank office to proceed with additional payments.
- Can happen that some of the fields required for the payment are not correctly entered, please check numbers, codes for the correct payment. Also in TPV transactions the CV code is required.

## 3.- DELIVERY

### **Where can I receive my order?**

It can be sent to an address selected by you (home, work, etc. - never a PO Box).

### **Can the delivery country be different from the purchase country?**

No. The delivery country must always be the same country in which the purchase was made.

### **How long will my order take to arrive?**

In Milou & Pilou do the clothes by hand, please keep this in mind for delivery. Also delivery times depend on the type of shipping selected:

- Europe (3-5 days) - cost 11,90 EUR
- Spain Delivery (2-3 days) - cost 8,04 EUR (only Spain and Islands)
- International Shipping Rest of the World (5-8 days) - Cost 18,93€

Europe Zone 1: France, Italy, UK, Ireland, Germany, Holland, Portugal, Greece, Austria, Sweden, Slovenia, Slovakia, Rumania, Poland, Malta, Luxemburg, Lituania, Hungary, Finland, Estonia, Danemark, Check Rep., Cyprus, Croacia, Bulgaria, Belgium, Andorra.

Europe Zone 2: Iceland, Liechestein, Letonia, Luxemburgo, Norway, Sweden, Albania, Bosnia & Herzegobina, Macedonia, Kosovo, Montenegro, Serbia, Turkey, Monaco, Montenegro, San Marino, Vaticano.

For orders above 100 EUR the shipping cost is free, to any destination.

#### **How much do I pay for delivery service?**

Shipping costs depend on the destination . See above.

#### **Can I track my order?**

Yes, in the "my orders" section in "my account" you can see the status of your order.

#### **What is the home delivery process?**

If you have chosen home delivery, we will send you an email confirming that your items have been dispatched (when your order leaves the warehouse), another with the tracking number and finally the courier will send you a text message or email to inform you of your delivery. Please provide us a phone number for the courier so they will be able to join you on the delivery. If in 10 they have not been able to join you, the order will be returned to us and you will have to pay for the delivery again.

Any changes with the delivery address agreed directly with the freight forwarder will not be monitored by the company, therefore we don't take any responsibility of the possible losses or failures on the delivery.

## **4.- RETURN & EXCHANGES**

#### **How do I return an item?**

We want you to be as happy as possible with the items you have purchased but please read the following carefully before returning an item.

Any request for a return must be made within 7 days of receipt by contacting our Customer Services at [info@milouandpilou.com](mailto:info@milouandpilou.com) and we will send you an RMA document. Fill this RMA document with the information requested and send it to the address indicated. Please note that you will have to pay the postage.

Please note that product purchased on sale periods or especial promotions may have different return policy, private sale purchases or discounts are not eligible for refund, please contact our Customer Service prior sending any product.

#### **How long do I have to return an item?**

Returns must be received within 1 month of the shipping confirmation email and notified within 7 days after of receipt.

### **Do I have to pay anything to return my items?**

Unless there has been an error on the item delivered or product is not in perfect conditions, shipment cost will have to be paid by the customer. Once the product received our CS will contact you for the refund.

### **How will I receive my refund?**

Once the return has been approved, you will receive your refund via the same way used to make your purchase except on Credit Card transactions due to security reasons. The refund will be made by Bank Transfer or Paypal only. If there is a quality issue on the product or our team made a mistake sending the wrong product on the first place the shipping cost value you paid for the returned product will be refunded too. The value of the cost will be taken from our shipping cost tab. Refunds will be made within 10 days of receipt.

### **When will I receive my refund?**

Once the return has been approved (we remind you that the items have to be in perfect condition and internal/external labels must be intact) you will receive a confirmation email indicating that the refund will be paid into your account within a few days.

Milou & Pilou reserves the right to refuse returns communicated or sent after the deadline, or items that are not in the same condition they were received, washed or with evidence that have been used.

Also returned products from Sales Period, outlet, previous seasons or especial private sales might have different return policy, please contact our Customer Service first before returning any product. Please note that products purchased on Private Sales and Promotional or gifted Coupon Codes might not be refunded.

Shoes, accessories and Gift Cards cannot be returned or refunded.

### **Can I exchange my products?**

Sure, you can make a change at any time as long as there is stock availability and the original product is accepted as a return. Any request for a exchange must be made within 7 days of receipt.

Please check if there is availability of the product you want to exchange and contact us at [info@milouandpilou.com](mailto:info@milouandpilou.com) our CS team can hold the product so you. Products will be hold for a maximum of 7 days.

### **How long do I have to make an exchange?**

Any request for a exchange must be made within 7 days of receipt. All exchanges must be made within 1 month of the e-mail confirming shipment. If no difference in amount

due we will contact you. If there is a difference on value your will receive a coupon code for the difference of the value.

That coupon code will have a validity of 6 months. But that coupon will not allow to exchange a second time the goods.

We understand that not all purchases made in our online store can meet your expectations. However, we have the right to refuse any further orders after an excessive amount of repeated returns.

## **6.- TECHNOLOGY**

**Which internet browsers should I use to view the MILOU & PILOU web page correctly?**

The Milou & Pilou web page is optimized for viewing in Microsoft Internet Explorer 8 or above, Firefox or Chrome.

**Is it safe to shop on MILOU & PILOU online?**

Yes. We make every effort to ensure we have the resources that guarantee the security of your purchases and details.

## **7.- SPECIAL COVID-19 ISSUES**

Due to current situation please note that orders might be delayed due to logistics issues due to COVID-19 pandemia.

## **8.- UK ORDERS**

Due to current BREXIT, orders to UK will be affected by delays.