



## GENERAL TERMS

Applicable worldwide

## SHIPPING POLICY

We ship to customers worldwide with a reliable carrier network. The shipping rate will be displayed on the pro forma and is based on both the country and the order size.

## ORDER PROCESSING TIME

Our team processes orders Monday through Friday. Kindly note that we use our best efforts to ship orders as soon as possible, but shipping times are subject to external factors and unforeseen delays.

## IMPORT TAXES AND DUTIES

Wherein import tax and duties are charged on a shipment, please note that it is the sole responsibility of the customer to pay those taxes and duties and handle all aspects of importation. Mariani does not assist with tax and duty payment or with coordinating with the customs department in the destination country.

Wherein a customer chooses not to pay tax and duties or rejects their package, resulting in the package being abandoned by the carrier, please kindly note that Mariani will not refund the order. Similarly, if the package is returned to the sender because a customer refused to pay tax and duties, we will deduct all shipping costs from any refund issued.

## TRACKING AND DELIVERY

Our carriers offer reliable and timely tracking services. You will be able to follow your shipment throughout its journey with the link provided in your order confirmation email.

In the event you need assistance with your delivery, please directly contact the carrier's customer service.

It is the customer's responsibility to provide an accurate and secure address where the shipment can be delivered without complications. Moreover, it is also the customer's responsibility to track their order, make arrangements for its delivery, and be present to accept the package, if needed.

When an order is "Returned to Sender", we deduct the return shipping costs from the order and refund the balance. If you still wish to buy the item, we ask that you place a new order.

As a small brand, we rely on customers to be responsible, track their order, and make themselves available to accept delivery if that is required.

Thank you for your understanding!

## SPECIAL SHIPPING INSTRUCTIONS

If you wish to include specific shipping instructions, please email us before placing your order, and we will do our best to accommodate those instructions.

**YOU ARE READY TO ENJOY YOUR MARIANI BOOTS**