

FREQUENTLY ASKED QUESTIONS

PURCHASING MODE

How can I find my favorite item in the online shop?

In Primigi online shop you will find your favorite item in a few minutes:

1. Click on the main menu items "Bambina" (Girl) or "Bambino" (Boy) and narrow your search by clicking on the type of items available (e.g. sandal, shoe, sneaker, ballerina, etc.) until you find the item of your choice;
2. All the basic features are specified for each item (e.g. type, materials, lining, item code number, etc.), with the specification of colors and sizes available.

Are there price differences between the online shop and the points of sale?

Normally there is no price difference between the online offer and the offer at the point of sale. However, there may be differences in the case of promotions that are limited in time, which means that the discounts offered are only available in the online shop or only at the point of sale. However, the prices shown always apply to each item.

Does the Primigi online shop have a minimum order amount?

No. You don't need to reach any minimum amount to buy in the Primigi online shop.

How can I order online at Primigi website?

The procedure to follow to place an order through the Primigi website is as follows:

1. Fill the cart

First choose your favorite item from our offer and add it to the cart with the size, color and quantity you want. By clicking with the mouse on the shopping cart symbol at the top right you can see all the items in the shopping cart together.

2. Go to payment

If you do not want to add any other items to the cart, go to payment. Just click on "PAYMENT/CHECK OUT".

3. Register / Login

Now you are asked (if it hasn't already been done) to login or to register, entering all your data (name, surname, date of birth, taxpayer number, residence, and contact details).

If you have forgotten your service access credentials, you can ask for new credentials (username and password).

All information relating to the policies for the protection of your personal data is available at the address: <https://shoponline.primigi.it/cookie-report>

4. Shipping Methods

Primigi ships its products through companies specialized in the transport of goods, and mainly of the courier BRT S.p.A/DPD. You will be informed of the shipment by means of an e-mail confirming the shipment containing the reference data.

5. Methods of payment

Finally, choose the payment method you prefer among those available.

6. Check

Through your order summary, you can check the data you have entered once again. If you want to change something, just click on the “CART /VIEW CART” button.

All orders placed through our website are stored in your personal profile, accessible by clicking on the “MY ACCOUNT” icon at the top right and entering your login credentials.

7. Submit Your Order

Click on “ORDINA” (order) to finalize your purchase. You will then receive an order confirmation e-mail containing all the relative data (order number, ordered item, price, etc.).

8. Delivery

The item will be delivered to you in the place you specified in your order and shipment will be made only after regular payment registration.

Before submitting an order, please read the terms of sale that can be found [here](https://shoponline.primigi.it/pub/media/wysiwyg/website/de/tc.pdf) <https://shoponline.primigi.it/pub/media/wysiwyg/website/de/tc.pdf>

Where are the general conditions of sale?

The terms and conditions of sale of products through the website https://shoponline.primigi.it/de_de can be found [HERE](https://shoponline.primigi.it/pub/media/wysiwyg/website/de/tc.pdf) <https://shoponline.primigi.it/pub/media/wysiwyg/website/de/tc.pdf>

Does Primigi online shop have a limit for each order?

Primigi does not provide for any maximum quantity or price limit per order.

I am a reseller. Is it possible to buy items from you to resell them?

Primigi online shop is reserved to consumers, i.e. individuals acting for purposes not related to their business, entrepreneurial or professional activity.

Should we suspect that the purchase of Primigi products is aimed at trade and/or the exercise of other entrepreneurial or professional activities, we reserve the right to block or refuse orders.

PAYMENT METHOD

What are the payment methods?

On Primigi website you can pay by:

- a) Visa or Mastercard credit card;
- b) PayPal (this mode automatically redirects the user to the PayPal payment page);
- c) My Bank;
- d) MasterPass;
- e) Carta Aura, Nova.

Is online payment safe?

Primigi website is provided with a protection system. Your bank details are encrypted and protected through the SSL (Secure Socket Layer) encryption procedure to ensure absolute confidentiality. Your bank details will not be accessible to third parties on the Internet. For this reason, you must enter your credit card number for each new order.

Payment is handled on Axepta S.p.A.'s secure servers - VAT number 05963231005 with registered office in Via degli Aldobrandeschi, 300 - 00163 Rome - Italy.

What are the “verified By Visa” and “Mastercard Secure Code” systems?

In order to reduce any fraudulent use of the most widespread credit cards on the Internet, Visa and Mastercard have developed two security systems, respectively “Verified by Visa” and “Mastercard Secure Code”. These systems allow cardholders to authorize Internet payments through password-protected authentication. Cardholders must apply to the issuers of their credit cards which should adhere to these protocols and be “Verified” or “Secure Code” certified. The card is thus associated with a password known only to the cardholder.

Is VAT included in the sale price?

All prices specified on Primigi website include VAT.

SHIPPING AND DELIVERY

How are shipments handled?

The items ordered through Primigi website are carefully packaged in special packaging and are entrusted for shipment to companies specialized in the transport of goods; Primigi uses the courier BRT S.p.A./DPD as its main provider.

At the time of shipment, we will send you an e-mail with the data related to the shipment, which will allow you to follow the progress of the shipment on the courier website.

Where do you deliver?

Delivery is made only on the German territory

Which address should I provide for shipment?

It is advisable to provide an address where the courier can find someone to pick up the parcel at the time of delivery. We recommend you to indicate very precisely, when ordering, the details of your address (name, surname, street and house number, ZIP code, City and Province). As an alternative to home delivery, you can select a pickup point among those that can be viewed on the website.

Can I arrange the date and time of delivery?

No, it is not possible to arrange the exact time of delivery, which is handled by the courier.

What is the delivery time?

The courier makes the delivery approximately between 2 and 5 working days from the completion of the online purchase process.

In accordance with the provision contained in art. 61 of the Italian Consumer Code (Italian Legislative Decree D. Lgs. No. 206 of 2005 and subsequent amendments and additions), we will in any case provide for delivery within and no later than 30 days from the date of confirmation of order, upon receipt of the purchase price.

Will I receive a single parcel?

The products are shipped with a single parcel. If the items ordered are not all available at the same time at the time of order processing, more shipments will be made without any additional cost to you.

What if I am not there at the time of delivery?

If, at the time of delivery, you are not at the specified address and/or there is nobody you have authorized to receive the parcel, the courier will leave a notice of non-delivery.

You will be able to arrange for delivery in the following days by following the instructions left on the courier's notice.

I have not received my parcel. What should I do?

The parcels sent by Primigi are provided with a tracking number to know their location. When your order is shipped, we will send you a confirmation email with the tracking number from which you can follow the progress of the shipment.

The first thing to do, to know the location of your parcel, is to check on the BRT S.p.A./DPD courier's website:

- If your order is on delivery and if no more than 30 days have passed since the order confirmation date you received from Primigi, please be patient until delivery;
- If your order is not shown as being on delivery and if 30 days have elapsed from the date of confirmation of the order you received from Primigi, please contact our customer service at (+39) 07550281.

SHIPPING COSTS

What are the shipping costs?

Shipping is free for orders over € 69.00.
For orders of lower value, shipping costs are € 6,95.
The shipping costs refer to standard shipment.

What are the costs for the return of items?

The return of the is free of charge.

RIGHT OF WITHDRAWAL

How can I use the order withdrawal right?

You have the possibility to withdraw from the contract, without specifying any reason, within a period of 14 days from the day of delivery of the product to the address specified in the order. In the case of multiple products ordered through a single order and delivered separately, the period within which you can exercise your right of withdrawal ends after 14 days from the day on which the delivery of the last product in the order was made (delivery means the acquisition of physical possession of the goods ordered).

You can exercise your right of withdrawal from section “I MIEI ORDINI” (my orders) of the website. In “MY ACCOUNT”, select the order in question, click on the “Restituzione” (return) option and then select the specific product you wish to return (“Prodotti da rendere” = products to be returned).

Alternatively, you can also exercise the right of withdrawal by sending a written message to IMAC S.p.A., via Menocchia 27 – (63062) Montefiore dell’Aso (Ascoli Piceno - Italy), or by sending an

email to kundenservice.shoponline@primigi.it. To this purpose, you can use the withdrawal form you can find **here** <https://shoponline.primigi.it/pub/media/wysiwyg/website/de/withdrawal.pdf>, but it is not mandatory.

In order to comply with the withdrawal period, just send the completed and signed withdrawal form or an explicit notice of withdrawal before the expiration of the aforementioned period of 14 days from the date of delivery of purchased products.

What are the consequences of withdrawal?

Following your withdrawal, you must return the purchased goods within and no later than 14 days from the day you have communicated your withdrawal from the contract. The return shipment will be made by courier organized by us and sent to your address, at a cost of 5.00 Euros for each shipment. Otherwise, or if you intend to use another courier, you must inform us and organize the shipment, at your own care and expense, within the period specified above, to the following address (unless a different address is communicated to you): IMAC S.p.A. c/o F.LLI FERRETTI Via Manna 88, Sant' Andrea Delle Fratte (Perugia - Italy). The deadline is respected if you deliver the goods to the courier organized by us or if you return the goods by another courier of your preference by delivery to the forwarder before the expiration of the aforementioned period of 14 days.

Upon verification of the integrity of the product, and in any case no later than 14 days after receipt of the return at our warehouse, you will be refunded the payment you made for the purchase. In the case of free standard shipping (orders over 49.00 Euros), the amount of the refund will correspond to that of the returned products. If instead you have chosen at the time of ordering a type of delivery other than free standard delivery, the cost of shipping will not be included in the refund.

The refund will be made using the same means of payment you used for the initial transaction. Please note that we are not responsible for the timing of crediting the refunded amount, which are fully regulated by the issuers of the credit cards used for the transaction.

In any case, you will not incur any cost as a consequence of this withdrawal, except only the shipping costs (5.00 Euros) for the return of a product. We reserve the right to deduct these costs from the refund due in the event that, as a result of the return, the shipping costs have not been paid.

In all cases in which the withdrawal is not legitimately and validly exercised, we will return the product unfairly returned to you, at your risk and with shipping costs at your expense. In such cases, you will have to take care of the organization for the return of the goods.

How should the items be returned?

Please return the goods or deliver them to us without undue delay and, in any case, within 14 days from the day you have notified us of your withdrawal from the contract.

The products must be returned:

- Properly packed in their original packaging, which is considered to all intents and purposes an integral part of the product itself and which must not have been damaged and/or altered in any way;

- With no sign of use, except those merely compatible with the performance of a normal test of the article (the products must not therefore bear a trace of prolonged use or in any case exceeding the time strictly necessary for a test and must not be in such a state as not to allow resale). In particular, the products must not have been worn (other than a mere test), washed, soiled or otherwise altered or manipulated in any way;
- Including all labels, packaging, instructions for use and any original accessories received with the order.

All returned products are subject to inspection and must meet all the above requirements.

SIZE CHANGE

Can I change the size of the purchased item?

You have the possibility to change the size provided that:

- a) You submit the request to change the size through the website within 14 days from the date of delivery of the product;
- b) You return the original item in the same condition in which it was delivered, free of damage and within 14 days of sending the request through the website.

Please note that:

- a) It is not possible to make (and will not be accepted) more than two requests for replacement at the same time for the same order, but you can include up to 5 items in each request;
- b) The replacement option will not be shown (and size change will not be possible) if the purchased item is no longer available.

How do I request a size change?

To request a size change you will need to access the website through the “I MIEI ORDINI” (my orders) section of “MY ACCOUNT” section. You will need to select the new size of the previously purchased product and provided that i) it is the same product, ii) the price of the product on the website is equal to or higher than the price initially paid (please note that only in this case you will not be charged new costs for the selected product), and iii) payment was made by Visa or Mastercard credit cards, MyBank, PayPal, MasterPass, or Aura or Nova cards - and no other payment methods were used - you can proceed with the size change request.

Please note that the size change option will be displayed as available only if all the above conditions are met.

Are there any costs for a size change?

A size change is free of charge, i.e. there are no additional delivery costs for a new item or costs for the return of the item to be replaced.

How soon is the item changed?

We will send you the new size of the item within 3-4 working days from the date of receipt of the original returned item, and in any case within a maximum of 30 days from the return.