

Guide to the Online Return Procedure

Dear Customer,

Should you wish to proceed with the return of one or more purchased items, we invite you to carefully follow the online procedure illustrated below, structured to guarantee you a quick and efficient management of your request.

Access and Order Identification

The first step consists of accessing your personal account using the **Login** function. Once authenticated, please go to the **Order History** section, where you will find the list of your purchases. From this list, select the order that includes the item you wish to return.

Initiating the Request

Inside the details of the selected order, you must press the **Proceed to Return** button. This action will direct you to the return setup screen.

Selection of Items and Reason

On the following screen, please locate the row corresponding to the item being returned. It will be necessary to:

- Select the desired item;
- Specify the **Return Reason** in the designated space.

Choice of Shipping Method

In this phase, you need to select the package shipping method. We ask you to pay close attention to the following instructions:

- **Using Your Own Courier:** If you decide to entrust the shipment to a courier of your choice, you must download the **pre-filled label** provided by the system and fill in the missing data.
- **Address Confirmation:** We invite you to carefully check and confirm the shipping address before proceeding.

Conclusion of the Operation

To properly finalize the procedure, you must click on the **Submit Return Request** button. Only after this step will your request be registered in our systems.

Tracking the Request

Once the operation is concluded, you can monitor the progress of your request in real-time by accessing the dedicated page called **Returns**.



Sender:

TEL. _____

NOTE: FIS _____

SHIPPING ADDRESS:

OLMAR AND MIRTA SPA
- FISICO shop on line -
VIA CORTESA, 12/A 46026 QUISTELLO
(MN)
ITALY

Tel. +39 (0) 376618905

Olmar and Mirta S.p.A.
Sede legale: **46026 Quistello (MN) Via Cocapana, 9 - ITALY**
Sede amministrativa e operativa: **46026 Quistello (MN) Via Cortesa 12/A Tel: 0376618905**
Sede operativa Gentry Portofino: **46020 San Giacomo delle Segnate (MN) Via Leonardo Da Vinci 1/3**
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