



Parlanti Passion products are 100% guaranteed against manufacturing and material defects for **12 months** from the date of purchase, with the exception of zippers which are guaranteed for **3 months** from the date of purchase. If the customer believes that his/her

Parlanti Passion product has manufacturing or material defects, please contact the authorized Parlanti Passion retailer where the purchase was made for instructions or contact our customer service via email writing to: **customerservice@parlanti.com**. Any defects found must always be verified by the manufacturer Stivaleria Parlanti srl. We are happy to guarantee the product repair (if possible) or the replacement of the same product. Our repair service is still available after the 12 month warranty period (at a cost).

You are not entitled to the warranty of the purchased product in the event that: the purchase was made through promotions or out of production, if defects found are due to normal wear and tear of the product, damages caused by interventions by unauthorized persons, damages caused by improper use or incorrect maintenance of the product, accidents and all that is not a manufacturing defect.

By contacting customer service at **customerservice@parlanti.com** or at the telephone number **0039 340 1458295 (WhatsApp only)**, the customer must provide:

- **Purchase date and relative receipt.**
 - **Product name.**
 - **Product size.**
- **Description of the defect.**
- **Photographs of the damages.**
 - **Shipping address.**
 - **Telephone number.**

To use the warranty service, Parlanti Passion products must always be accompanied by the original receipt or proof of purchase pursuant to **art. 5 of the legislative decree 185/1999**.