



Before to proceed with the return, please contact us at
contact@oneblockdown.it

You have 14 days upon receipt of your order to return your item(s), or to exchange them for a different size of the same item(s).
Please note that all returned items must be unworn, unwashed, complete with original tags and/or packaging. Items returned in non-resalable conditions, won't be eligible for refund, and we will need to send it back to you.
If returning footwear, please use an outer packaging to protect the shoe box. it is part of the product, so any damage to the shoe box may result in the return being refused or we will charge to you 50% of the product value.

You will take care of shipping your items back to us, picking the courier and shipping service your prefer. We reccomend to use a trackable shipment.

Remember to insert inside the box the return form.

Below is our shipping address for returns:

**ONE BLOCK DOWN
PIAZZA GENERALE ARMANDO DIAZ 2
20123 MILANO MI
ITALY**

We usually take care of refunds within 2 business days upon receipt, and you will receive an email update as soon as we process your return. We issue refunds are through the same payment method you used for your order.
PayPal refunds will appear immediately on your account. Credit card refunds may take up to 10 business days before showing up, due to varying processing times among payment providers.
Please note that shipping costs are not refunded.

We usually take charge of exchanges within 2 business days upon receipt of your original items. estimated delivery time varies according to your destination country, but you will be able to track you parcel while it's in transit.

We allow returns of exchanged items, and they work the same way as standard returns. you have 14 days upon receipt of your new order to return your items or to exchange them for a different size of the same items. In case of return, we will deduct the original shipping costs.

**** When returning items from outside the EU, you may incur import duties. They are charged once the parcel reaches its destination country, and customers must take charge of them. Please note that we will deduct any eventual import duties related to your return from your refund. for exchanges, we will ask you to provide your payment before sending out your new size.**

Date ___/___/20__

Order number S _____

Name & Surname _____

email _____

telephone number _____

Insert the name of the item and use an (X) to pick your options below.

Item	Change	Refund	Defect

I would like to change selected items with:
