

FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION

How much does it cost to register on the platform?

- The registration on the platform is **free**.

How can I register on the platform?

- To subscribe to the platform just click on the "create account" button and complete the registration form.

How do I know if the registration has been done successfully?

- Once you have completed the registration form and confirmed, you will receive an email containing the summary of your registration data and the temporary password. After 10 minutes you will be able to access to the platform.

I forgot my password. How can I retrieve it?

- If you have forgotten your password and can not access your account, write an email at info@onlyitalianproducts.it. We will send you an email to the address associated to your account with the old password. Always check in spam (junk mail) if you do not have found it in your inbox.

PURCHASE

How can I buy "OIP" products?

- After logging in, you can navigate through the different product categories by choosing the ones that interest you most. Or, you can directly select a product through the search bar located above the categories.

How do I know if my order has been registered?

- Once you have done your order, you will receive an email to the address associated to your account containing the summary of your order and the payment information (which depends on the payment method selected at the time of purchase).

Where can I see the summary of my orders?

- You can see the summary of your orders with the appropriate description in the "shopping cart" section. To access to the cart, simply go to the home page (after logging in) and click "shopping cart" at the top.



PAYMENT

Which are the payment options that you can choose among?

- The payment options you can choose among are: bank transfer, credit card or paypal.

When is the order considered valid?

- The order is considered valid once received the confirmation of payment.

If I select "wire transfer" as method of payment, how do I know the recipient's data?

- Once you have selected the "bank transfer" mode, you will receive an email containing all the information you need to process it.

DELIVERY

Can you send fresh & dairy products into Europe?

- Yes, we can send fresh & dairy products into Europe.

Can I edit the shipping address?

- Yes. You can insert different data than the ones entered at the time of registration directly in the cart at the time of order. Once you have entered the new order data, these will automatically replace those inserted at the time of registration.

Can I track the delivery?

- Yes. Some hours after the order, the courier will send you the tracking number to follow the shipment.

Where can I find information referred to the timing of shipment and delivery?

- You can find it directly in the header of the home page (near the shopping cart).

RETURN & REFUNDS

How can I apply for a refund if there is a defect to the goods or if it is not what I ordered?

- The request must be sent to info@soloprodottiitaliani.it, attaching the photographs and in case of error you will receive a proposal to get the change at cost price and without shipping costs.
- In the event of damaged pack, you will have to accept the parcel and send the photographs. We will be kind to open a practice and refund the amount or refund with a discount voucher to use in the next order of your choice. In the event of a partial damaged pack, it is possible to take the parcel normally and then report - sending us the photographs - which articles came with defects.



When will I receive the outcome of my refund request?

- The request will be analysed within 24 hours after the complaint.

INVOICING

After how long will I receive the invoice from the moment of order/payment?

- The invoice is issued automatically, at the time of the order, and a copy is sent to the customer via mail.

The invoice data is incorrect. Where can I send the data correction request?

- In this case, you can send an email to info@onlyitalianproducts.it with the correct data. We will be kind to editing the invoice and sending a replacement copy to you.

HELP & SUPPORT

Who can I contact in case of problems and other doubts?

- You can send an email to info@onlyitalianproducts.it.

How long will I receive an answer to my question?

- You will receive an answer within maximum 48 hours.

If you need more detailed information, send an e-mail to info@onlyitalianproducts.it

We will answer you within maximum 48 hours!

