

Shipping & RMA

The following regulation applies only to goods purchased on our website.

The average price of every shipment is €10.

All goods purchased on our website are delivered using the couriers TNT Express and DHL. This amount may change without notice. When registering, please enter a shipping address where someone is present during normal office hours.

How long will it take for my order to be delivered?

Blueface delivers the ordered goods to the shipper by 6 pm on each business day. From the moment the goods are in our warehouses, delivery is ensured within the following 3-4 business days from the date of order.

T&C of goods delivery

The couriers that provide Blueface with the goods shipping service will deliver to the address indicated when registering. If it is not possible to deliver to the indicated address, the shipper will leave a “not delivered” notice and will try to deliver again the next business day. If delivery is not possible, delivery will be put on hold, and the customer will be informed as soon as possible using the contact information provided during registration. If put on hold, it will be necessary to collect the goods at the reference hub indicated by the courier. We recommend keeping the original packaging and the entire content of the box if the goods need to be returned in the future.

Blueface is not responsible for any delay in goods delivery. Delivery delays may be caused due to a delay in payment for the goods, refusal by the Customer's bank to authorise the payment, if the goods are out of stock or for other legitimate reasons. Blueface reserves the right to suspend web shop services without notice.

Blueface is not responsible for the information regarding the technical characteristics of the hardware offered. Please contact our support (italy@blueface.com) to specifically check the technical specifications that satisfy your requirements and to enquire if the goods you wish to purchase are in the warehouse.

Right of withdrawal

1. Pursuant to Italian Leg. Decree no. 206/2005 and as amended, the customer (consumer, physical person) who purchased products on our e-commerce site has the right to withdraw from the purchase contract for any reason, without any penalty, without prejudice to what is indicated below in point 4, and without specifying the reason, within 10 (ten) business days of the date of receiving the goods.

2. To exercise this right, the Customer must send a registered letter with return receipt within 10 days of receiving the goods to Blueface Italy Srl, Via Marsala, no. 29 H/I – 00185 ROME (or PEC email to: blueface@pec.it), containing: - a written and signed declaration of the request to exercise the right of withdrawal indicating the product(s) for which withdrawal is requested. - Invoice number of reference; - Bank details where the bank transfer should be received (IBAN code); - The communication can be sent, within the same time period, also via e-mail or fax, on the condition that it is confirmed with a registered letter with return receipt within the following forty-eight hours;

3. Once the registered letter is received, Blueface Italy Srl will e-mail the Customer the withdrawal right form with the authorisation number (RMA: Return Merchandise Authorisation) that must be indicated outside the enclosure where the product is located physically. Shipments without an authorisation number will not be accepted.

4. The right of withdrawal is subject to the following mandatory conditions:

- the right applies to the purchased product as a whole; it is not possible to exercise the withdrawal only for a part of the purchased product (e.g.: accessories, attached software, etc.);

- the right does not apply to sealed audiovisual products or IT software (including those attached to hardware material), once opened;

- the purchased item must be intact and returned in the original packaging, complete with all its parts (including the packaging and any documentation and accessory equipment: manuals, cables, etc.); to limit damage to the original packaging, we recommend, if possible, to place it in a second box and to put the RMA number (return authorisation code) issued by Blueface Italy on it; do not place labels or adhesive tape directly on the original product package;

- the item for which the right to withdrawal is exercised must be returned in a normal state of conservation, and have been kept and handled with care: used products that show signs of damage or dirt and, as a result, cannot be considered intact will therefore not be accepted;

- the item for which the right of withdrawal is exercised must have the same serial number on it as indicated on the sales invoice; if the item has a serial number that is different than that indicated on the invoice, the return will not be accepted and the product will be made available to the Customer for its return, and the request for withdrawal will be cancelled;

- the shipping expenses for the return of the goods shall be paid by the customer;
- the customer is fully liable for shipping, until proof that it is received at our warehouse;
- if the goods are damaged during transport, Blueface Italy will inform the Customer (within 5 business days from receiving the goods in its warehouse) to allow them to submit a claim in a timely manner with the courier they selected and obtain a refund for the value of the goods (if insured); in this case, the product will be made available to the Customer for its return, and the request for withdrawal will be cancelled;
- Blueface Italy shall not be in any way liable for damage or theft/loss of the goods returned with uninsured shipments;

5. The item for which the right of withdrawal is exercised must be shipped within the first business day from the date of authorisation and, in any case, must be received at our warehouses within a maximum of 10 calendar days from the date of return authorisation; after this date, the shipment will not be accepted and the request for withdrawal will be cancelled.

6. Notwithstanding any expenses for the repair of damage caused to the original package and/or the internal packaging (cellophane, boxes, etc.) Blueface Italy will reimburse the customer for the entire amount of the returned goods within 30 days of the date of receipt of the request for withdrawal, by reversing the amount charged to the credit card or by means of bank transfer.

7. The right to withdrawal shall become void if the essential conditions regarding the integrity of the goods (packaging and/or its content) are not fulfilled, if Blueface Italy determines:

- the return authorisation number issued by Blueface Italy has not been applied to the outside of the shipped package;
- the external packaging and/or the internal original package is/are missing;
- any integral elements of the product (accessories, cables, manuals, parts, etc.) are missing or product anomalies are noted;
- damage to the product for reasons other than its transportation;
- damage to the external packaging that cannot be repaired;
- the product was used or is worn.

If the right to withdrawal becomes void, Blueface Italy will return the purchased goods to the sender, charging them for the shipping expenses.

Return of defective hardware

If you believe that the hardware equipment purchased from our e-commerce site is not working correctly, please contact our customer support by sending an email to the address italy@blueface.com clearly indicating all the tests performed in order to clarify and possibly replicate the defect that was found. When the email is received, Blueface will contact the customer and, once the necessary checks are performed, we will issue the RMA (Return Merchandise Authorisation) document, identified with a unique code.

The customer will be requested to ship the defective hardware, keeping in mind that the purchased item must be intact and returned in the original packaging, complete with all its parts (including the packaging and any documentation and accessory equipment: manuals, cables, etc.); to limit damage to the original packaging, we recommend, if possible, to place it in a second box and to put the RMA number (return authorisation code) issued by Blueface Italy on it; do not place labels or adhesive tape directly on the original product package.

IMPORTANT warning

The defective hardware must be sent with the RMA code to: Blueface Italy Srl – Via Marsala, no. 29 H/I – 00185 ROMA – Italy

The customer is responsible for sending the defective goods. Blueface will be responsible for subsequently sending the replacement goods.