

Terms of sale, and your right to change your mind

Keep this document. It sets out who you bought from, how the piece reaches you, and exactly how to send it back if it is not right. It travels with your order confirmation email, which names the piece, the price you paid and the address it is going to.

Who you bought from

Seller	Paula Ott, trading as Vabrix
Address	Strada Crocicchia s.n., 87064 Corigliano-Rossano (CS), Calabria, Italy
VAT / Partita IVA	IT03898890789
Email	vabrix.clothing@gmail.com
Messaging	WhatsApp, Telegram, Signal or Instagram, from any page of vabrix.shop
Complaints	Write to vabrix.clothing@gmail.com. Paula reads every message herself.

What you bought

Every garment at Vabrix is second-hand, decades old, and one of a kind: there is exactly one of each, so the piece named in your confirmation email is the particular garment photographed on its page. Age is part of what these clothes are. Honest wear - a softened collar, a faint mark, an old repair - is photographed and described rather than hidden, and pieces are cleaned and steamed before they are sent.

Price and tax

The total you paid is stated in your confirmation email, itemised into the price of the piece and the postage. There are no other charges from us, and contacting us costs no more than a normal message.

Vabrix operates under the Italian flat-rate regime (*regime forfettario*), so no IVA is charged on our prices. *Operazione non soggetta a IVA ai sensi dell'art. 1, commi 54-89, Legge 190/2014.*

Outside the European Union, your own country may charge import duty or tax on arrival. That is set by your customs authority, is not collected by us, and is not included in what you paid.

Payment

Payment is taken in euro through PayPal at the moment you order, either from a PayPal balance or a card. We never see or store your card details. Because each piece is unique, the contract is formed when your payment is confirmed, and the garment comes off the website immediately so that nobody else can buy it.

Delivery

Pieces almost always leave within two working days of payment, and at the very latest within five. Paula writes to you when yours has been posted. Typical transit times after dispatch:

DESTINATION	CARRIER	TYPICAL TRANSIT
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Italy	UPS	2 to 10 working days
European Union, United Kingdom, Switzerland, Norway, Andorra, Liechtenstein, Channel Islands	UPS	3 to 12 working days
Malta, Cyprus, United Arab Emirates	DHL	3 to 12 working days
United States, Canada, Israel	DHL	4 to 12 working days
Japan, Australia, New Zealand, South Korea, Taiwan, Hong Kong, Singapore, Thailand, South Africa	DHL	5 to 15 working days
Georgia	UPS or DHL	4 to 12 working days

Transit times are what the carriers typically achieve and are not guaranteed. In any event we will deliver without undue delay and no later than 30 days after the contract is concluded. If we cannot, you may cancel and be refunded.

Your right to change your mind

You have **14 days** from the day the piece reaches you to withdraw from the purchase, for any reason at all, without giving one.

How to tell us

Any clear statement is enough: email vabrix.clothing@gmail.com, use the messaging app you bought through, or fill in the form at the end of this document and send it to us. Say which piece it is. Telling us within the 14 days is what matters; you do not need to have posted it yet.

Sending it back

Send the piece back within 14 days of telling us, as it reached you: unworn, unwashed, with any labels still attached. Trying a garment on to see whether it fits is entirely fine - that is the point of the 14 days. Handling it beyond that, so that its value is reduced, may reduce what we refund.

Who pays the postage back

The return postage is yours to pay, unless the piece arrived damaged or was not as we described it, in which case it is ours. We are required to tell you this in advance, and we would rather say it plainly.

Your refund

We refund you within 14 days of the piece arriving back with us, using the same method you paid with, at no charge to you. The refund includes what you paid for standard postage out to you.

None of the usual exceptions to the right of withdrawal apply to what we sell. Nothing here is made to order, sealed, personalised or perishable.

If a piece is faulty or not as described

You have a legal guarantee of conformity for two years from delivery under the Italian Consumer Code. If a garment does not match its description or photographs, write to us with a photograph and we will put it right: a full refund including the postage both ways. These rights exist alongside the 14-day right above, and nothing in this document reduces them.

Law and disputes

Italian law governs the sale, and the Italian courts have jurisdiction. If you live elsewhere in the European Union, you keep the protection of the consumer law of your own country of residence, and may bring proceedings there.

Please write to us first: almost everything is settled in one message. If we cannot agree, you may ask an alternative dispute resolution body to help, such as the conciliation service of the Chamber of Commerce (*Camera di Commercio*) for the province of Cosenza, or a consumer association in your own country.

Model withdrawal form

You do not have to use this form - any clear statement will do - but it is here in case it is easier. Complete it and send it to the address or email below.

To: Paula Ott, trading as Vabrix, Strada Crocicchia s.n., 87064 Corigliano-Rossano (CS), Calabria, Italy. Email: vabrix.clothing@gmail.com

I hereby give notice that I withdraw from my contract of sale of the following piece:

Order reference (from your confirmation email):

Ordered on / received on:

Your name:

Your address:

Signature (only if you are sending this on paper) and date:
