

# ALEX SIMONE

MONTE CARLO

## DELIVERY POLICY

### 1. Introduction

This delivery policy gives details of the delivery methods, delivery periods and delivery charges that apply to any orders for our products made through our website.

This policy is a legally binding document, and forms part of the contract of sale between you and us made under our terms and conditions of sale.

### 2. Free Delivery

We offer free standard delivery to all countries addresses where possible on all orders over EUROS 85.00 or currency equivalents (inclusive of VAT) for resident of countries located in Zone 0,1,2 and 3 (see price zoning details here after). Other orders will be subject to delivery charges as detailed in Section 5 below.

### 3. Delivery Methods

Afghanistan, Aland Islands, Albania, Algeria, Andorra, Angola, Anguilla, Antigua And Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia And Herzegovina, Botswana, Bouvet Island, Brazil, British Indian Ocean Territory, Brunei, Bulgaria, Burkina Faso, Burma, Burundi, Cambodia, Canada, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Christmas Island, Cocos (Keeling) Islands, Colombia, Comoros, Congo, Congo (The Democratic Republic Of The), Cook Islands, Costa Rica, Croatia, Cuba, Curaçao, Cyprus, Czech Republic, Côte d'Ivoire, Denmark, Djibouti, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands (Malvinas), Faroe Islands, Fiji, Finland, France, French Guiana, French Polynesia, French Southern Territories, Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guatemala, Guernsey, Guinea, Guinea Bissau, Guyana, Haiti, Heard Island And Mcdonald Islands, Holy See (Vatican City State), Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran (Islamic Republic Of), Iraq, Ireland, Isle Of Man, Israel, Italy, Jamaica, Japan, Jersey, Jordan, Kazakhstan, Kenya, Kiribati, Korea, Democratic People's Republic Of, Kosovo, Kuwait, Kyrgyzstan, Lao People's Democratic Republic, Latvia, Lebanon, Lesotho, Liberia, Libyan Arab Jamahiriya, Liechtenstein, Lithuania, Luxembourg, Macao, Macedonia (Republic Of), Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Moldova (Republic of), Monaco, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, Norway, Oman, Pakistan, Palestinian Territory (Occupied), Panama, Papua New Guinea, Paraguay, Peru, Philippines, Pitcairn, Poland, Portugal, Qatar, Republic of Cameroon, Reunion, Romania, Russia, Rwanda, Saint Barthélemy, Saint Helena, Saint Kitts And Nevis, Saint Lucia, Saint Martin, Saint Pierre And Miquelon, Samoa, San Marino, Sao Tome And Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Slovakia, Slovenia, Solomon Islands, Somalia, South Africa, South Georgia And The South Sandwich Islands, South Korea, Spain, Sri Lanka, St. Vincent, Sudan, Suriname, Svalbard And Jan Mayen, Swaziland, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Tanzania (United Republic Of), Thailand, Timor Leste, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, United Kingdom, United States, United States Minor Outlying Islands, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Virgin Islands, British, Wallis And Futuna, Western Sahara, Yemen, Zambia, Zimbabwe.

Resulting of the delivery address the following zoning price will be applied

#### Price Zoning

Zone 0 : France, Monaco, Andorra.

Zone OM1 : Guadeloupe (including St Barthélemy et St Martin), Martinique, Réunion island, French Guiana, Mayotte, St Pierre et Miquelon.

Zone OM2 : New Caledonia, French Polynesia, Wallis And Futuna islands, French Southern Territories.

Zone 1 : Germany, Belgium, Netherlands, Luxembourg.

Zone 2 : United Kingdom, Ireland, Italy, Spain\*\*, Portugal\*\*, Switzerland, Austria.

Zone 3 : Denmark, Hungary, Poland, Czech Republic, Slovakia, Slovenia, Estonia, Latvia, Lithuania.

Zone 4 : Other Countries from eastern Europe, Greece, Iceland, Finland, Norway, Sweden, Turkey, Maghreb countries, Spain and Portugal specific territories (Canarias, Baléares, Ceuta, Melilla, Açores, Madère).

Zone 5 : United States of America, Canada, Australia, China, Japan, Hong kong, Singapore, South Korea, Thailand, Taiwan, Vietnam, India, Russia, Israël.

Zone 6 : Africa (excluding Maghreb countries), Middle-East Countries, Central and South Americas (excluding USA and Canada), Other Asian countries, Oceania (excluding Australia).

We use the following delivery method for all countries:

Standard Shipping (with Collisimo tracking)

### 4. Delivery periods

This table indicates the typical delivery periods for the different delivery methods

Delivery method	Typical delivery period
Standard Shipping (France Monaco)	2-4 working days
Standard Shipping (Europe deliveries)	3-5 working days
Standard Shipping (International deliveries)	4-12 working days

These periods are indicative only, and whilst we will make every effort to ensure that you receive your delivery in good time, we do not guarantee delivery before the end of the specified period.

If you purchase a high value product from us, we will usually conduct fraud screening checks before dispatching the product. These may delay the expected date for delivery.

### 5. Delivery charges

Delivery charges will be calculated and automatically applied to your order during the checkout process.

The applicable charges will depend upon:

- the delivery method you select;
- the location of the delivery address; and
- the weight of your order.

Indicative charges stated in EUROS and inclusive of applicable VAT are as follows

Colissimo Expert France	Zone 0
0.25 kg - 0.5 kg	6,97
0.5 kg - 0.75 kg	7,70
0.75 kg - 1.0 kg	8,26
1.0 kg - 2.0 kg	9,06
2.0 kg - 3.0 kg	9,95
3.0 kg - 4.0 kg	10,77
4.0 kg - 5.0 kg	11,57

Colissimo Expert Outre-Mer	Zone OM1	Zone OM2
0.0 kg - 0.50 kg	12,43	18,25
0.50 kg - 1.0 kg	15,37	22,57
1.0 kg - 2.0 kg	20,71	35,11
2.0 kg - 3.0 kg	26,28	48,05
3.0 kg - 4.0 kg	31,68	60,69
4.0 kg - 5.0 kg	37,06	73,33

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Colissimo Expert International	Zone 1	Zone 2	Zone 3	Zone 4*	Zone 5*	Zone 6*
0.0 kg - 0.50 kg	10,00	11,19	11,24	13,78	20,20	23,47
0.50 kg - 1.0 kg	11,76	13,69	13,73	16,40	22,34	27,61
1.0 kg - 2.0 kg	12,46	15,08	15,23	17,84	30,63	37,91
2.0 kg - 3.0 kg	13,26	15,98	16,57	19,43	42,49	50,36
3.0 kg - 4.0 kg	14,01	16,73	18,13	21,50	45,00	61,07
4.0 kg - 5.0 kg	14,71	17,54	19,73	25,58	47,32	70,22

\*\* Excluding specific territories

Note: Weights are of the packaged item and are rounded up.

## 6. Delivery Problems

If you experience any problems with a delivery, please contact us by email to [customer@alex-simone.com](mailto:customer@alex-simone.com)

An indicative list of the situations where a failure to deliver will be your fault is set out below:

- you provided the wrong address for delivery;
- there is a mistake in the address for delivery that was provided;
- the address for delivery is not reasonably accessible;
- the address for delivery cannot safely be accessed;
- where in person receipt is not required, there is no easy and secure means of leaving the products at the address for delivery and there is no person available to accept delivery;