

The responsible entity for all products sold by Fashionstar is:

Star Srl

Via Nazario Sauro 11/B

13900 Biella

Italy

Phone: +39 015-4190158

Email: marketplace@star.srl

Allegro as a marketplace, acts solely as an intermediary in the conclusion of the sale and cannot be held liable for the seller's actions.

We ship your order with a tracked carrier.

If you wish to cancel your order, you can do so within 2 hours of order confirmation. If the tracking number has already been added to your order, we can no longer block the shipment.

The buyer must notify the seller within 5 days of receiving the goods if one or more parts of the order are missing and/or if the purchased item is completely missing from the package.

Otherwise, after these 5 days, it will no longer be possible to make any claims in this regard.

WARRANTIES

We are proud to offer only 100% genuine products. All sunglasses come with a safety and quality certificate in accordance with European regulations, either printed or via QR code (L.D. No. 46 of February 24, 1997 – D.M. No. 180 of May 4, 1998), and, where applicable, a certificate of authenticity from the official manufacturer.

Each product is covered by a 24-month warranty against manufacturing defects. In the event of a proven malfunction, the warranty may cover replacement or repair.

However, the warranty does not cover accidental damage or damage resulting from improper use of the products.

Please note that Fashionstar is not responsible for any direct or indirect damage to persons or property resulting from a product malfunction.

If you experience any problems with the product you purchased, please contact us for a replacement or repair.

CUSTOMER SERVICE

Need help? We're here for you!

If you have any problems with your purchase, contact us here or by email at marketplace@star.srl. Our customer service is available Monday to Friday from 8:30 a.m. to 6:00 p.m.

In accordance with Article 14 of Regulation 524/2013, we inform you that in the event of a dispute, you can submit a complaint via the European Union's Online Dispute Resolution (ODR) platform, which can be accessed via the following link:
<http://ec.europa.eu/consumers/odr/>.

The ODR platform is a point of access for users who wish to settle disputes arising from online sales or service contracts out of court.