



Boutique terms

The terms for orders in the Salvatore Homes Boutique, including your 14-day right of withdrawal.

Seller

Salvatore Homes S.r.l., Via Guglielmo Marconi 66, 37011 Bardolino (VR), Italy, P.IVA 04852850231. Email info@salvatorehomes.com, PEC salvatorehomes@legalmail.it, phone +39 045 7860 449.

Scope

These terms apply to all orders in the Salvatore Homes Boutique on salvatorehomes.com, for example Barrona Italia hand care, the CASA® Collection and gift cards. Stays in our homes are covered by our separate terms and conditions.

Your order and the contract

The products on our website are not a binding offer. By clicking the payment button you place a binding order. The contract is concluded when we confirm your order by email after the payment. The contract language is the language of the website you order in; we keep the contract text and send you the order details by email.

Prices and shipping costs

All prices are in euros and include Italian VAT. Shipping costs are shown in the basket and on the payment page before you order; above the amount shown in the basket, shipping is free.

Payment

You pay when you order, by card, Apple Pay or Google Pay on the secure payment page of Stripe, or with a Salvatore Homes gift card. We do not see your full card details.

Delivery

We deliver to the countries of the European Union offered on the payment page. Orders are shipped by Amazon on our behalf; the delivery time is shown before you order. If a product is not available after all, we tell you straight away and refund any amount already paid.

Gift cards

Gift cards are sent by email and are valid for 12 months from purchase. They can be redeemed in the boutique, also in several orders, and cannot be paid out in cash.

Right of withdrawal

If you are a consumer, you have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period expires 14 days after the day on which you, or a third party other than the carrier indicated by you, take physical possession of the goods; for several goods delivered separately, of the last one. For a gift card the period starts on the day of purchase. To exercise the right of withdrawal, you must inform us (Salvatore Homes S.r.l., Via Guglielmo Marconi 66, 37011 Bardolino (VR), Italy, info@salvatorehomes.com, phone +39 045 7860 449) of your decision by an unequivocal statement, for example an email or a letter. You may use the model withdrawal form below, but it is not obligatory. To meet the withdrawal deadline, it is sufficient to send your communication before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we will reimburse all payments received from you, including the costs of standard delivery, without undue delay and at the latest within 14 days from the day we receive your withdrawal, using the same means of payment you used, at no cost to you. We may withhold the reimbursement until we have received the goods back or you have supplied proof of having sent them back, whichever is the earliest. Please contact us first at info@salvatorehomes.com: we tell you the return address. You must send back the goods without undue delay and at the latest within 14 days from the day you inform us of your withdrawal. You bear the direct cost of returning the goods. You are only liable for any loss in value of the goods resulting from handling beyond what is necessary to establish their nature, characteristics and functioning.

Exceptions to the right of withdrawal

The right of withdrawal does not apply to sealed goods which are not suitable for return for reasons of health protection or hygiene once they have been unsealed after delivery, for example opened hand wash, lotion or other care products, and to goods made to your specifications or clearly personalised (Art. 59 Italian Consumer Code).

Legal guarantee

For consumers, the legal guarantee of conformity of 2 years from delivery applies (Art. 128 ff. Italian Consumer Code). If a product arrives damaged or faulty, please write to info@salvatorehomes.com with a photo; we replace it or refund you.

Complaints and applicable law

Questions or complaints: info@salvatorehomes.com. We are not obliged and not willing to take part in dispute resolution proceedings before a consumer arbitration board. Italian law applies; if you order as a consumer, the mandatory consumer protection rules of your country of residence remain unaffected.

Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract.

To: Salvatore Homes S.r.l., Via Guglielmo Marconi 66, 37011 Bardolino (VR), Italy,
info@salvatorehomes.com

I/We hereby give notice that I/we withdraw from my/our contract for the sale of the following goods:

Ordered on / received on:

Order number:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is sent on paper):

Date:

Last updated: October 2026