

MIUMIU.COM

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GOVERNING LAW AND CHOICE OF FORUM.

These Terms, and any disputes arising out of or relating to these Terms, shall be governed by the laws of the State of New York, USA, without giving effect to its conflicts of law principles and excluding the U.N. Convention on the International Sale of Goods. All legal proceedings arising out of or in connection with these Terms shall be brought exclusively in the City of New York, State of New York.

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VIA THE SITE SHALL BE AS EXPRESSLY SET FORTH IN OUR [CANCELLATION, RETURN AND STORE CREDIT POLICIES](#).

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IF THE FOREGOING LIMITATIONS ARE HELD INAPPLICABLE OR UNENFORCEABLE FOR ANY REASON, THEN THE MAXIMUM LIABILITY OF PRADA USA TO YOU FOR ANY TYPE OF DAMAGES RESULTING FROM YOUR PURCHASE OF A PRODUCT SHALL BE LIMITED TO THE GREATER OF THE ACTUAL AMOUNT PAID BY YOU FOR ANY PRODUCTS OFFERED ON THE SITE OR U.S. \$200.00.

Force Majeure. Except for payment obligations, non-performance or late performance of either party shall be excused to the extent that performance is rendered impossible, commercially unreasonable, or delayed by strike, fire, flood, governmental acts or orders or restrictions, war, acts of terrorism, labor conditions, supply restrictions, communication or shipment problems, failure of suppliers, or any other reason where failure to perform is beyond the reasonable control of the non-performing or late-performing party whether or not similar to the foregoing.

ACCESS AND USE.

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PURCHASE OF PRODUCTS.

Private use only. By submitting your order, you represent that you are purchasing for private household use only. We do not authorize any sale of our products outside the U.S. or any commercial resale. You may purchase up to four items per individual article, except when otherwise indicated on the product page on the Site. We reserve the right to reject orders and further limit order quantities in our sole discretion at any time.

Product information and availability. Without limiting the generality of the disclaimers and limitations set forth in these Terms, given the unique nature of our products we cannot assume any liability or responsibility for any inaccuracies or errors, or for any loss or damage caused by or arising from your reliance on information obtained from or through this Site, and we may change information at any time. We determine product availability at the time we email you the shipping confirmation.

Price, payment, taxes. By submitting your order via the Site, you agree to pay the purchase price for the items you selected plus shipping and handling costs, and applicable sales tax, if any. Depending on the tax laws in your state, you may be required to pay use tax on purchases for which we do not collect sales tax. We accept the following forms of payment for purchases made through the Site: credit card or PayPal. Accepted credit cards are: Visa, MasterCard, American Express, Discover, JCB. Store credits issued by PRADA or Miu Miu Stores, Outlets, and/or authorized third party retailers are not redeemable for purchases through the Site.

Delivery. We will deliver the products you purchased to a common carrier at our warehouse for shipment to the destination in the continental United States that you select (we ship to Alaska and Puerto Rico, but do not ship to Hawaii, Canada or other locations outside the continental United States; other details regarding shipping and delivery are described in the [Shipping and Delivery](#) page). You receive title and you bear all risks of loss and damage to the products from the time we deliver the products to the carrier at our warehouse. For security reasons, all purchases from the Site require an adult signature upon delivery. All orders are delivered by FedEx.

Cancellations, returns. We do not accept any cancellations or returns, except as specified in our [Cancellation, Return and Store Credit Policies](#) or required by applicable law.

GENERAL TERMS AND CONTACT INFORMATION.

Changes. We may change our prices, products, these Terms, our [Cancellation, Return and Store Credit Policies](#) and our [Privacy Statement](#) at any time, at our sole discretion, by publishing changes on the Site or otherwise notifying you. We will not apply changes to orders or data that you submitted prior to our publishing or otherwise notifying you of the changes, unless we obtain your consent, by providing a notice with opt-out opportunity on the Site, via email or otherwise.

Severability. If any provision of these Terms is determined to be invalid, illegal or unenforceable, such provision shall be upheld to the fullest extent legally permissible and the remaining provisions of these Terms shall remain in full force and effect. Nothing herein is intended to override mandatory laws to the extent they cannot be contractually altered or modified.

Entire agreement. These Terms and any additional terms that we may specify on the “review your order” page or on our order confirmation shall constitute the entire agreement between you and us with regard to the subject matter hereof, and supersede any prior agreements or understandings.

Contact information. This Site is operated, and all sales are made by PRADA USA Corp., 610 West 52nd Street, New York, New York 10019, USA, Phone: 1 888 9 MIUMIU (1 888 964 8648), Email: client.service.usa@miumiu.com.

Last updated: July 5th, 2017

CANCELLATION, RETURN AND STORE CREDIT POLICY

- 1.** Cancellations, Returns, Refunds and Store Credits
 - 1.1** Cancellations: You can cancel your order until the date of shipping for any reason free of charge. Cancellations made on or after the date of shipping cannot be made and you will be charged the full amount for your order, subject to the following exception: Excluding pre-order items, if the actual shipment date of your order is delayed by more than 30 calendar days, you can cancel your order free of charge provided that we receive your cancellation prior to actual shipment. Should you choose to cancel the order, we will not charge your credit card or, if your credit card has already been charged, refund the purchase price, sales tax included.
 - 1.2** Returns: Products purchased through the site may be returned free of charge, within thirty (30) days from the date of the shipping confirmation. The Products must be returned: (i) in their original condition with all tags still attached, including but not limited to, all identification tags and authenticity cards; (ii) in their original packaging; (iii) complete with all of their parts and accessories; (iv) with the original proof of purchase; and (v) from locations within the United States. Incomplete, damaged, worn or altered items will not be accepted. If the foregoing conditions are satisfied and you comply with the return instructions below, we will refund the purchase price of the returned product(s), sales tax included, less the original shipping costs, to the same credit card or PayPal account used to make the original purchase. Alternatively, and subject to the In-Store Returns instructions below, you may exchange your item for another item or return it for a store credit in any of our free-standing retail stores in the United States, within thirty (30) days of the shipping confirmation. PLEASE NOTE THAT IN STORE RETURNS OF MERCHANDISE PURCHASED THROUGH THE SITE ARE NOT ELIGIBLE FOR REFUND.
 - 1.3** Returns to MIU MIU: In addition to the above conditions, please follow the instructions below for processing your return(s) for a refund to your original payment method used to make your purchase.

To return your item for a full refund, please:

- (i)** log in to your "Account" on www.miumiu.com within thirty (30) days from the date of the shipping confirmation, access your order history and follow the online instructions;
- (1)** if you do not have an "Account" with miumiu.com, you may still access your order by visiting

www.miumiu.com and clicking on “RETURNS” in the Contact page. You can retrieve your order information by inputting your order number and the email address associated with the original order. Once you access your order information, please follow the online instructions;

- (ii)** enclose the original proof of purchase in the return parcel;
- (iii)** affix the prepaid FedEx shipping waybill included in the original package to the outside of the return package (by doing so, you will allow us to pay for your return shipping and trace your package); and
- (iv)** drop the package off at a FedEx shipping location, or arrange for pickup of the package directly with FedEx at 1 800 GoFedEx / 1 800 463 3339.

Please note that if you utilize a carrier other than FedEx, or if you fail to comply with the above, you will be responsible for all shipping and handling charges. Further, you shall solely and exclusively bear any and all risks associated with the return shipping and we shall in no event be liable for the loss, destruction, damage, misdirected or delayed shipment of any returned products.

Please further note that we will not issue any refunds for returns that do not satisfy all of the conditions outlined above, and will ship your merchandise back to you at the original shipment address provided in your order. In the event that your merchandise cannot be delivered to you at your original shipping address, you authorize PRADA USA, and any of its affiliates or agents, to dispose of such merchandise.

Upon our receipt of your return package, we will verify the integrity of the items before accepting your return and processing the refund. Please note that this process may take between 5 and 10 days. We will send you a confirmation email as soon as we have begun processing the refund.

The refund is issued directly to the card or PayPal account used for the original purchase.

The refunded amount will be visible in your account within approximately one week (for PayPal orders) or within approximately one to two billing cycles from the date of the email we send you confirming that the refund is being processed (for credit card orders).

1.4 In Store Returns

- (i)** You may exchange your item for another item, or return it for a store credit, at any of our free-standing retail stores in the United States, within thirty (30) days of the shipping confirmation.
- (ii)** You must present the original proof of purchase at the time of the exchange.
- (iii)** If you elect to exchange your item for an item that is lower in value, you will receive store credit for the difference. If you exchange your item for an item that is greater in value, you will be charged the difference. You will be responsible for all associated sales tax(es) on the exchanged item(s).
- (iv)** A return for refund is not available in store.

1.5 Store Credits:

Please note that store credits expire one year following the date of issuance or the earliest date thereafter permitted by applicable law. Store credits are redeemable at MIU MIU free-standing stores in the country in which they are issued, subject to applicable law, and may only be redeemed for merchandise. STORE CREDITS RECEIVED FOR RETURNS OF MERCHANDISE ORIGINALLY PURCHASED THROUGH THE SITE ARE NOT REDEEMABLE FOR FUTURE PURCHASES THROUGH THE SITE.

1.6 WE RESERVE THE RIGHT TO DESIGNATE NON-RETURNABLE PRODUCTS ON THE SITE. ANY SUCH DESIGNATION WILL BE NOTED ON THE WEB PAGE DISPLAYING THE RESPECTIVE PRODUCTS WHICH ARE NON-RETURNABLE. WE OFFER NO REFUNDS ON ANY PRODUCTS DESIGNATED ON THE SITE AS NON-RETURNABLE.

Last updated: July 5th, 2017

SHIPPING AND DELIVERY

Our deliveries are handled by FedEx.

The delivery price depends on the service requested.

There are four alternative delivery services:

Service:	Price:
Ground Delivery (generally delivers in 1-6 business days)	Complimentary
Second Day Delivery (generally delivers in 2 business days)	\$ 25.00*
Overnight Delivery (generally delivers the next business day)	\$ 35.00*
In-store Pick-up	Complimentary

* Second Day Delivery and Overnight Delivery are not available for orders including Fragrance products.

We generally ship our online orders within 2 to 4 business days. However, the above mentioned delivery terms are not guaranteed.

As soon as your order leaves the warehouse, you will receive a message with the tracking number of the order, plus a link to the FedEx website where you can check the delivery status whenever you want. In addition, we will email a delivery confirmation once we receive notification from FedEx that your purchase has been delivered.

We ship to the destination of your choice in the continental United States (including Alaska) and Puerto Rico, but do not ship to Hawaii or other locations outside the continental United States. Purchases cannot be shipped to P.O. boxes.

For security reasons, all purchases from the Site require an adult signature upon delivery.

Delivery of Fragrance Products

Please note that Ground Delivery will be the only available method for fragrance products. If an order contains a Fragrance product all items in the order will be shipped Ground. If you want to receive other items with a different delivery method, please place separate orders.

If you have questions or would like more information, please contact us at client.service.usa@miumiu.com or call the toll-free number 1 888 9 MIUMIU (1 888 964 8648), Monday to Friday from 9am to 7pm EST, Saturday through Sunday from 10am to 6pm EST.