

GEOX@HOME -RULES

1. If a Geox customer cannot find a product in the desired size or colour at the shop, he or she can choose to have it sent either directly to his or her home or to the shop where the request was made. It is not possible to deliver the product to a Geox Shop other than the one where the product was requested.
2. The service, called Geox@Home, is only available to registered Benefeet customers. This relationship building and promotional programme is for customers of participating Geox Shops. If a customer who is not a Benefeet member would like to take advantage of the Geox@Home service, he or she must first register for Benefeet and then request the service. At the time of registration, the customer is required to provide a valid email address and telephone number for future contact.
3. This service is available in select Geox Shops (i.e. only participating Geox single-brand shops). A non-comprehensive list of participating shops is shown below:
4. Payment must be made when the product is ordered to receive this service. The product cannot be paid for at the time of delivery and the courier is not authorised to request payment.
5. Estimated delivery time is within 5 business days from the time of purchase. If the item is being delivered to the customer's home, the courier will attempt delivery at the address provided without prior notice being given to the customer. If the courier is unable to make delivery, a card will be left. The customer will be responsible for contacting the courier and arranging delivery/collection of the merchandise.
6. If the customer requests delivery to a Geox Shop, staff will advise the customer when the merchandise has arrived. The customer must have a valid receipt in order to be able to pick up the merchandise.
7. The service is only valid within individual countries – customers can only order merchandise that is sold or distributed in the participating single-brand Geox shops in the country where the request is being made. For example, a customer in Italy cannot request a product that is sold and distributed only in France.
8. The customer must reside in the country in which the request is being made, or must at least be able to provide a valid delivery address in the country. For example, a customer who resides in Germany cannot order merchandise in Italy.
9. The service will not be available during sales, the three days preceding inventory taking, and during inventory taking.
10. If there are any problems with the product delivered (defect or afterthought), the customer can return the merchandise to one of the participating shops,
11. If the wrong article is delivered, the customer should contact the customer service at the following e-mail address: retail.operations@geox.com
12. The customer should contact the customer service at the following e-mail address: retail.operations@geox.com, if the merchandise is never delivered.