



Returns must be requested within 14 days of placing an order. Items must be returned in their original condition, unworn, unwashed, undamaged, unused, and with all original tags attached.

We may reject the return if items have makeup stains, deodorant/sweat stains, and /or items that smell of perfume. Any returns that do not meet our policy will be sent back to the customer.

Shipping fees associated with making returns are the responsibility of the customer. Refunds are made to the original payment method. If that is unavailable, we will issue a store credit. Return and exchanges may only be made once, items purchased with store credit are non-refundable.

Please note, all international shipping fees with making returns are the responsibility of the customer and will not be refunded. Any duties and taxes paid are also non-refundable. Incantevole Milano is not responsible for international shipping fees or lost returns. Refused packages will be refunded once it is delivered back to us with a deduction of all associated shipping and tax fees

Once we receive your return, please allow 3-5 business days for your refund to be processed and 5-10 days for the bank to post the refund to your account

If you would like to exchange an item from your order, simply return the original item for a refund or store credit and place a new order. If you are concerned about an item going out of stock in the meantime, we recommend placing the new order while your return is being processed.

Wrong/Damaged item:

If you receive an incorrect item or an item that is damaged, email us at info@incantevolemilano.com. Please send a photo of the damaged item if applicable. You have 48 hours after the purchase to exchange or get a refund on defective items.