



PAYMENT AND SHIPPING

What payment methods are available?

Credit card:

You can pay safely and conveniently by credit card. We accept Visa and MasterCard.

Instant bank transfer:

With instant bank transfer you can make your payment by entering your usual online banking data.

PayPal:

With PayPal you can pay securely and conveniently.

Payments are processed by the provider MPAY24.

Amazon Pay

Simple payment method with buyer protection. As an Amazon customer, you can automatically use Amazon Pay and order securely with just a few clicks.

Your data is safe at our online shop!

We guarantee that the protection of your data is our top priority. Therefore, our online shop www.modenaestense.com uses the highest security standards such as the SSL certificate as well as 3D-Secure and an encrypted transmission of your credit card data.

ORDER & SHIPPING

How can I place an order?

You can order in the online shop of Modena Estense 1598 24 hours a day. Simply put your desired articles into the shopping cart. To complete your order, click on the button "ORDER FOR A FEE" in your shopping cart. This takes you to the selection of the different payment methods. You can either log in via your account or complete your order as a guest.

Will I receive an order confirmation?

As soon as the order is successfully completed, you will automatically receive an order confirmation by e-mail. If you have not received them, please contact our team. We will take care of your order confirmation as soon as possible.



Can I also order by e-mail?

We ask for your understanding that orders by e-mail, telephone, letter or fax cannot be accepted.

Are the products always available?

In our online shop of Modena Estense 1598 the article is marked as "in stock", that means we still have enough goods in our stock. If an article is not available, it will be marked as "out of stock" - we will of course make sure that the article is available again as soon as possible.

Where can my order be delivered to?

We deliver to Austria, Italy and Germany. Of course, we are constantly working on new target countries and aim for worldwide shipping.

How are the parcels sent?

Our packages are mainly sent by post.

What are the shipping costs?

From an order value of 50 € we deliver free of charge to Austria, Germany, Italy, France and the Netherlands. If this order value is not reached, the shipping costs will be charged proportionally as follows:

Delivery countries: AT, DE, FR, NL, IT	
Order value	Proportional shipping costs
1-15€	10 €
20-30€	7 €
35-49€	5 €

A minimum order value does not exist.



How long does it take for my order to arrive?

The parcels are delivered to Austria and Germany within 2-6 working days. Parcels to Italy or other neighbouring countries will be delivered within 4-8 working days.

Should there be any delays for reasons beyond our control, we ask for your understanding.

Is it possible to ship to a different delivery address?

Yes, you can enter a different delivery address during the ordering process.

What if an item is delivered damaged?

Our packaging is regularly renewed and optimized. Your ordered items will be wrapped with bubble wrap to ensure smooth shipping. Of course it can come again and again to damages, because the packages have partly a long way before itself, in order to arrive with the customer. If this is the case, please send a photo of the damaged goods with the order number to service@modenaestense.com. Our team will take care of it immediately. Depending on the customer's request we can issue a credit note for the damaged article or we will send you a new article free of charge.

How can I return an order?

Please contact our team at service@modenaestense.com and we will send you a return note. Print it out, affix the return note to your parcel and bring it to the nearest post office or GLS office.