

Mio Cannone Violini Shipping Policy

Thank you for visiting and shopping for your masterpiece at miocannone.com. Following are the terms and conditions that constitute our Shipping Policy.

1. SHIPPING COST

All domestic and international shipping costs are covered by Mio Cannone Violini. We offer worldwide free shipping!

2. SHIPPING COVERAGE

All countries, except Iran, Sudan, Syria, Cuba (some locations), and Russia (some locations).

3. SHIPMENT PROCESSING TIME

All orders are processed within 3-5 business days. Orders are not shipped or delivered on weekends or holidays.

After the payment is confirmed and the product is available for delivery, we will ship your masterpiece immediately. Delivery usually takes up to 7 days, however, it depends on the location provided at the time of the order. We will make sure to keep you updated!

Please be aware that instruments labelled as 'only available for commissions' are not available for immediate delivery.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in the shipment of your order, we will contact you via email.

4. SHIPPING RATES & DELIVERY ESTIMATES

Shipping and package costs are 100% covered by Mio Cannone Violini, except when our carrier partners do not cover the delivery destination. Import taxes, import licenses, and other expenses related to the import procedure are the buyer's responsibility.

Delivery delays can occasionally occur.

5. SHIPMENT CONFIRMATION & ORDER TRACKING

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

6. SHIPPING address

At the moment of check out, you will have the option to provide two addresses, the billing address one and the shipment addresses – they can be different from each other. We usually set the delivery information according to the information provided at the time of the order, if the purchase is a surprise or a gift, please let us know and we will make it happen for you!

7. CUSTOMS, Duties and Taxes

Mio Cannone Violini is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

8. SPECIAL Package protects your masterpiece

Mio Cannone Violini provides your instrument with insurance delivered to the comfort of your home. The instruments are carefully packaged by our professionals in our workshop located in Cremona, Italy.

Special packaging was developed to ensure a safe transition. A specialized delivery carrier will deliver your masterpiece to the delivery address provided during the acquisition. You will get a notification from the carrier when your Mio Cannone Violini is about to arrive. Arranged delivery times will be set between you and the carrier.

9. DAMAGES

Our packaging was specially developed to ensure damage-free delivery. Its specifications, such as the materials used and the dimensions, were carefully build up together by our expert technicians. We acknowledge the high added value of its content and provide you with the safest way of receiving your instrument at your home.

If your Mio Cannone Violini happens to arrive broken or damaged, Mio Cannone Violini covers all return costs.

Please save all packaging materials and damaged goods before filing a claim.

10. RETURNS Policy

Our Return Policy provides detailed information about options and procedures for returning your order.

This returns policy was last updated on 26th February 2021.