



Orsa Drinks srl
via Marconi 115 -
12030 Marene CN - Italy
ph +39 0172 743043
www.orsadrinks.com
info@orsadrinks.com



We only use the best national express couriers: TNT Global Express, SDA, and GLS. The delivery of your orders will be carried out by the courier at STREET LEVEL on working days (from 08:30am to 06:00pm). Delivery is made without telephone notice. Deliveries in Italy are generally carried out in twenty-four to forty-eight hours (seventy-two in the “remote areas”). In EU are generally carried out in three to five working days.

We recommend that you indicate an address where someone is always present for collection (e.g., the hall of your building, your office, etc.). Alternatively, it is possible to request the package in one of many MBE centres. Find the closest MBE centre at: https://www.mbe.it/it/store-locator?cid=6813571873&agid=78529930934&k=mail%20boxes&gclid=CjwKCAjwnef6-BRAGeIwAgv8mQR3Y8Lg0DJupQThG801arpSbik-bzhs22ebmZ9LkAGRhalRAZr-j1HRoCbsYQAvD_BwE

In case of absence, the Courier will leave a notice that they have tried to deliver; if you do not contact the courier at the telephone number indicated on the notice, the courier, usually after a further 2-3 working days, will make a new delivery attempt.

If this attempt is not successful, the shipment will be sent to a depot and you will be contacted by our Customer Service team. In the event that it is impossible to contact you or even the possible return agreed with our Customer Service is impossible, we will proceed with the cancellation of the order (termination of the contract), the return of the product to our warehouses and we will proceed with the possible refund on your chosen payment method.

Shipping confirmation email. Once the shipment is sent, we will notify you by sending you a Shipping Confirmation email — the delivery times start from this moment on.

This email will contain all the details in relation to the delivery (goods shipped, any amount you need to pay, payments methods accepted by the courier in charge, instructions for collection, etc.) together with the tracking number of the shipment, which will allow you to know the exact location of the goods. You can monitor its path in real time directly at this link

Checks to be carried out upon delivery.

Upon delivery of the goods by the courier, we recommend that you check carefully:

- the number of packages delivered corresponds to what is indicated in the transport document that we send you by email.
- the labels affixed to the packages show your name and address;
- the external condition of the packages does not show alterations or signs of tampering: the packaging must be intact, not damaged, nor wet



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- the packaging materials (adhesive tape or others) have not been tampered with or altered in any way.

If with the checks carried out, you find any defects, we recommend that you clearly indicate it on the courier's delivery note by putting a **SPECIFIC WRITTEN NOTE** (eg: note for 2 missing packages, note for package with perforated carton). Any complaints must be made within 7 days of the incident by sending a report via email to info@stillabunt.it

Check if your location is classified as a remote area [by clicking here](#).