

FURTHER INFORMATION.

GET HELP FREE OF CHARGE

You would like to customize one of our riding garments but are not sure about style, colors and design? You know the colors you like but don't know which would be the best position/dimension for your logo? You have your customized item in mind but would like to see a realistic digital version of it?

Simply email us at hello@partyof2.it and ask us to help you. Our designers' team will prepare different proposals for your team's best outfit!

This service is entirely free of charge; in order to offer it only to the truly interested customers, we ask for a deposit of 300.00 Euros which will then be deducted from your order. The deposit gives you the right to get unlimited digital proposals, modified according to your suggestions until you're 100% satisfied.

PLACING YOUR ORDER

We will process your order and assign a guaranteed delivery date upon receipt of the following information:

- > Final style, including design and colors
- > Final quantity and sizes
- > All artwork and logo designs

You will then get a detailed order confirmation: please verify it carefully and once you are sure that everything is correct pay the requested deposit to start the production of your order.

REQUEST FABRIC SWATCHES

Garment photos and color charts in our brochure and on our website may be slightly different from the actual fabric colour, due to print or photographic effects. If you want to check out a fabric swatch and see exactly the color palette, please email us your request at hello@partyof2.it. A deposit of 50.00 Euros is required for this service; the amount will be completely refunded to you as soon as you send us the swatches back.

REQUEST A SPECIAL FABRIC COLOR

Our permanent color palette features a wide range of 28 shades. However, if you require a specific color and can't find it in our selection, we can produce this color for you starting from a Pantone code (international color code), or simply from a garment, an object, or a picture you will send us in the color you wish. We will produce a swatch of the color, send it to you for approval and make new swatches until you get the exact tone of color you want. The cost of this service is 300.00 Euros.

REQUEST A TRY-THE-SIZE COLLECTION

Our size chart (see page 52) shows you exactly which size will fit you according to your personal measures. However, should you wish to receive a series of sizes to try before placing your order, please email us your request at hello@partyof2.it. This service requires a deposit of 100.00 Euros for each size sent, and the deposit will be entirely refunded to you once we receive the items back in good conditions.

CORPORATE CUSTOMERS

Professional, responsible and successful companies want to provide their riders' team with a comfortable, durable and stylish garment which reflects 100% the company values. As Italian manufacturers of high quality collections for riding, we are proud to be partners with some among the best companies in the equestrian business worldwide, who choose Partyof2 as the producer of their private label collections not only because they know how important it is to make their brand and logo visible, but most of all because they want to do this through a truly great item especially developed for riders.

Should you be interested in a private label collection for your equestrian-related business, please request us for more information about our special services and commercial policy dedicated to corporate customers only.

REQUEST A PROTOTYPE COLLECTION

We are proud of the satisfaction all of our customers communicate to us after receiving their custom-made orders, most of all due to the perfect realization of the items according to the approved digital version of the design they had chosen. Our high level graphic files allow you to see exactly how the garment will look after being produced. Should you for any other reason require a prototype of your garment before placing your complete order, please email us your request at hello@partyof2.it. Due to the entirely manual work required, to the cost of the embroidery files not split among the different garments and to the high waste of fabric when cutting only one piece this service has a cost varying from 200.00 to 600.00 Euros, depending on the item required. This cost will not be refunded and the prototype will remain your property.

MADE-TO-MEASURE TAILORING

No size fits all - that's why our extended size chart includes a full series of different sizes for women, men, boys and girls, as you can see on page 52, providing a perfect fit in most of cases.

Should you require more forgiving tailoring (different from the standard guidelines) that don't match with those of the sizes shown on our chart (see page 52), you can email us at hello@partyof2.it and request a made-to-measure form which you can compile with your specific measures. This will allow us to manufacture the item you wish with the perfect fitting for yourself. If your made-to-measure item is part of a bigger custom-made order based on our standard size-chart, the cost of this service has a surcharge of 180.00 Euros. In case your made-to-measure item is the only one you need, please refer to the prototype prices in the paragraph above.

YOUR GUARANTEED DELIVERY DATE

The general delivery time for custom-made Partyof2 garments is between 7 and 8 weeks. This is the technically necessary time to prepare all the fabrics and accessories specifically needed for your order, cut the different parts of each garment, execute the finest embroideries on the cuts where you decided to have an artwork placed, sew the parts together and realize the garments adding the special finishings you required, check them through our accurate quality control, iron them and prepare them for being shipped. We can shorten our production time if you urgently need your items for a specific date or event, please contact us: we will suggest you how to get the order as quickly as possible (for example by changing some details in your design). In rare cases, some exceptions may occur and production can also take longer than usual, due to fabric availability or production capacity for example. As soon as we see your order we are absolutely in a position to guarantee you its delivery date, and of course you can still decide to cancel the order if this date doesn't meet your requirements or modify it according to our suggestions in order to get it in a shorter time.

PAYMENT TERMS

A 50% deposit is required upon confirmation of all custom orders. This may be prepaid with a credit card or bank transfer to Partyof2. Please note that production lead times commence only when we have received the initial 50% deposit. Full payment is required when the order is ready to be shipped.

CREDIT CARDS

In case you choose this payment method, you'll receive a link where you can process the payment. To protect your credit card details we don't store your credit card number, this is why we ask that you re-enter your credit card number for each transaction.

PRICES

Prices payable are those published in the most recent Partyof2 price list at the time of the order, and they are expressed in Euro if not otherwise stated. Prices do not include VAT and duties, which will be added to the amount if applicable according to the current national and international laws.

Request our current price list now by emailing us at: hello@partyof2.it

SHIPPING

If not otherwise requested, your order will be shipped worldwide by DHL carrier and it will be delivered to you in 2 to 5 working days. The shipping cost will correspond to 1% of your order's amount, plus a fix charge of 45.00 Euros for orders shipped in Europe and 95.00 Euros for orders shipped outside Europe. Should you need an express shipping, with a delivery within 24 hours, we will ask DHL carrier to submit you their best offer for this special service according to your order's weight, volume and delivery area.

RETURNS

At Partyof2, we take our product quality and workmanship very seriously. We do our utmost to ensure you get exactly the items you wish. Therefore, if there are any manufacturing defects or style omissions, we will replace your items at our expense. You can request an alteration or a return in the unlikely event there is an error on our part in terms of order execution. Please contact us within 7 days after receiving your order, and we will instruct you on how to proceed with the return shipment.

WASHING RECOMMENDATIONS

Following our product care instructions will help make sure that your gear has a long, interesting life. Washing instructions are printed on a white tag inside our garments. Following our garment instructions will help make sure that your gear has a long, interesting life. In general, washing your gear in cold or warm water with mild powder laundry soap (non-toxic, biodegradable types preferred) and drying it on the line are the best ways to clean Partyof2® products.

CANCELLATION POLICY

To ensure a quick delivery service we put your order into production as quickly as we can. As long as your order is not in production, you can change or cancel it by contacting us.

COMPANY INFO

Partyof2 S.r.l., Via Levico, 64
48015 Cervia (RA) Italy
Telephone: (+39) 0544.977136
Fax: (+39) 0544.72015
E-mail: hello@partyof2.it
Web: partyof2.it & unique-equestrian.com

Share capital: Euro 50.000 entirely paid up
VAT number: IT 03964240406. Taxpayer's code number and registration number in the Business Registry of Forlì-Cesena: 03964240406

DISPUTES

All disputes shall be submitted to the Court of Forlì (Italy).

PRIVACY POLICY

All personal data provided will be processed by Partyof2 srl, Via Levico 64, 48015 Cervia (RA), Italy, which will manage the data electronically. The data that Partyof2 requests from its Clients is indispensable for processing and validating orders and issuing invoices. The failure to communicate this data will render it impossible to process the order and result in its automatic cancellation. Customers' data communication entails the obligation to provide truthful, accurate personal information. At any time Customers may send a request to Partyof2 to verify which and how much personal data is stored or to modify their personal data, as required by European regulations and by laws currently in force. Customer information can be modified by simple request. Requests can be sent by email (to hello@partyof2.it). Partyof2 is the sole holder of its Customers' personal information. Select employees and partners have access only to the data needed to carry out specific tasks on our behalf, such as filling orders, delivering packages, sending emails or postal mail. They may not use the data for other purposes and are required to treat the data in compliance with these privacy terms and the regulations applying to processing personal data. Partyof2 or partner companies, chosen for the quality of their products and services and their professionalism, will periodically send emails to customers, only in the context of well-defined commercial operations, such as communicating promotional offers or news. Customers have the option of requesting these emails no longer be sent by changing this information in their account.