



## DELIVERY TIME AND METHODS

You will receive the package at the address specified when placing your order. The preparation time for shipping in-stock items is estimated between 2 and 3 days. If the item is not in stock, Customer Service will contact you.

Service	Estimated Delivery Time
- Standard	3-10 business days
- Express	1-5 business days

Shipping costs are shown in the "Shipping Details" tab during the purchase process. They depend on the total amount of your order and destination. TRENCADÍS delivers free of charge to destinations in Spain (Peninsula, Balearic Islands and Canary Islands) and to EU member countries. Taxes are included for all European Union countries. All other international shipments do not include them or customs duties.

Customers are responsible for any duties and taxes that may apply at the time of delivery. We are unable to estimate the exact amount of duties and taxes your order will incur as these charges are imposed directly by the country to which the order is being shipped.

The invoice detailing the price will be sent in the package. If the delivery address is different from the invoice, a delivery note will be included in the package, omitting the price in case you would like to send your purchase directly as a gift. All your products will arrive in a protective bag and inside a box that serves as protection during shipping and delivery.

Please note that any order placed after 1:00 p.m. (GMT+1) on a Friday or during Saturday or Sunday will be processed on Monday of the following week. Holidays or national days may also cause delays in deliveries. Estimated dates are calculated by working days. When we dispatch your order, you will receive an e-mail number that will allow you to track your order at all times. For further questions or clarifications, please contact our customer service team by e-mail: [contat@trencadismarroquineria.com.es](mailto:contat@trencadismarroquineria.com.es)

Please make sure your shipment is correct with delivery. If there is any discrepancy or problem with your order, please contact our Customer Service at the contact e-mail. Please keep the packaging in good condition if you wish to make a claim.



## RETURNS AND RIGHT TO CANCELLATION:

You may exercise your right to cancel, with the exception of personalized items, under the following conditions:

You have a period of 14 days from receipt of your order to exercise the right to cancel, in accordance with the Consumer Protection Act. (In the case of an order for several items served separately, the period counts from receipt of the last item). To do this, go to our Customer Service, you can contact Customer Service by email: [contact@trencadismarroquineria.com.es](mailto:contact@trencadismarroquineria.com.es) In any case you must send us your item within 14 days after notifying us of your decision to cancel. .

We will refund the full amount paid with the order confirmation, specifying:

– the price of the item you are returning to us and the shipping costs related to your order.

This refund will include, in addition to the price of the purchased product, the original shipping costs paid for your order. Any liability in the event of loss or damage to items during return shipping will be your responsibility.

The refund will be made using the same payment method used in the initial transaction, as soon as possible and within fourteen days from the date we were informed of your decision to cancel. In any case, we reserve the right to postpone the refund of the items until we receive them.

### **Deadlines and Methods of Refund:**

In addition to complying with the deadline and the procedure described in the previous section for the return of products, in the case of a customer who exercises his right to cancel, the return will be considered to have been carried out correctly if the following conditions are fully met:

- The product must not be used, worn, dirty, or damaged and;
- the label must still be attached to the product.
- The products must be returned in their original packaging.
- The products must be returned to the Seller in a single shipment. In fact, the Seller reserves the right to refuse items from the same order, returned and sent in different deliveries;
- Returned products must be delivered to the transport agency of your choice within 14 days from the date you received them.

If the conditions and terms for exercising the right of withdrawal specified in this section are not met, the customer will lose the right to a refund of the amount already paid to the supplier and any costs associated with the return of the products will be borne by the customer. However, if you so request, the returned products will be returned to you, at your expense and in the conditions in which they were sent to the supplier. If there is no such request, the supplier may keep the products in addition to the amounts already paid for their purchase.

Changes:

No changes will be made to products purchased on the TRENCADÍS MARROQUINERIA Website <https://trencadismarroquineria.com.es> You must return the item following the procedure indicated in the previous sections and then place a new order on the TRENCADÍS MARROQUINERIA Website