

EXCHANGES:

You may exchange your online purchase at any of our physical stores (excluding store-in-stores in El Corte Inglés) by showing the delivery note that came in the box or by printing out the invoice from the “My Orders” section of our Website.

In this case, you will be able to change the size, colour or model.

You have 30 days from receiving your order to visit one of our physical stores. To exchange your product, it must not have been used.

Products may not be exchanged or returned if they are not in the same condition in which they were received or if they have been used beyond simply being opened.

For hygiene reasons, we cannot accept exchanges or returns of underwear or masks. Bikinis and swimming costumes may only be exchanged or returned if their hygiene sticker is still in place. Jewellery must be intact and in its original packaging.

Products purchased from our online store may only be exchanged in this way.

RETURNS:

You have 30 days from receiving your order to return it. To do so, your order must meet the following conditions:

- The product must not have been used.
- It must be sent back in the same condition in which it was received. Products may not be returned if they are not in the same condition in which they were received or if they have been used beyond simply being opened.

Returns from home

To return a product, you must click the returns link in your order confirmation email or request a return via this link: <https://www.browniespain.com/es/devoluciones>. In the event of an error, please contact us by emailing info@browniespain.com.

Once your return has been confirmed, a courier will come to collect your parcel from the address provided on the returns form and will deliver it to our offices. Once we have received it, we will examine the product and let you know via email whether the return is valid, bearing in mind the returns period and the requirement for the product to be in perfect condition. Please note that the product must be sent back in the same condition in which it was received.*

Once your return has been approved, you will be refunded using the same payment method you used to place the order. Payments to your credit card will be dependent on your banking provider.

Returns are free of charge for orders placed and returned in Spain (mainland). Returns from home in the Balearic Islands and international returns are not free, with the cost to be borne

by the customer (shipping costs will be deducted from the refund). The cost of returns depends on the location and will be indicated when you request your return (info@browniespain.com).

In-store returns

You may return your online purchase to any of our physical stores (excluding store-in-stores in El Corte Inglés) by showing the delivery note that came in the box or by printing out the invoice from the “My Orders” section of our Website.

In this case, in view of the characteristics of the returned products and our criteria, the amount paid for the purchase will be refunded in the form of a voucher with no expiry date that can be used only in our physical stores.

Products may not be exchanged or returned if they are not in the same condition in which they were received or if they have been used beyond simply being opened.*

*For hygiene reasons, we cannot accept exchanges or returns of underwear or masks. Bikinis and swimming costumes may only be exchanged or returned if their hygiene sticker is still in place. Jewellery must be intact and in its original packaging.