

RETURNS AND EXCHANGES

Is it possible to return my order online?

Of course, you have 30 days from the date of delivery of your order to change your mind. You can return all or part of your order. To proceed with the exchange or return, the product must be unused and in perfect condition.

JEWELRY, ACCESSORIES, CANDLE and PERFUME must be returned in their original and intact packaging.

For hygienic reasons we do not accept returns or exchanges of the panties.

BIKINIS and SWIMMERS can only be exchanged or returned if they keep the hygienic adhesive.

How can I make a return through my home address?

To request your return you can do it through your customer profile, from the history of your orders or from the returns section. In case you made the purchase as a guest, you can do it through the following link: <https://www.browniespain.com/en/returns>

In case there is any error you can contact our [customer service](#).

Please note that all items you wish to return must be registered in the return request. In case you send an item that you have not requested, Brownie is not responsible for the loss or misplacement of the garment.

It is also imperative that you correctly mark the number of boxes you will use to send the products, in case you send more packages than selected, Brownie will not be responsible for the loss or misplacement of the additional box(es).

Once your return request is approved, you will receive an email with the steps to follow:

Within 24-72 business hours, a courier will come to pick up the products to be returned. Please note that pick-ups cannot be scheduled with a preferred date or time.

It is imperative that you insert the invoice of your order inside the package. It will not be possible to return more than one order in the same order and box.

Within up to 15 days after collection, you will receive the amount through the same payment method you used during the purchase. Home returns are not free of charge. It is the customer who assumes the cost of the return (transport costs are deducted from the amount of the return).

EUROPEAN UNION	
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COUNTRY	COST
Germany	7,00 €

EUROPE (Non-EU countries)	
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COUNTRY	COST
Switzerland	29,00 €

Austria	9,68 €
Belgium	7,00 €
Croatia	14,68 €
Denmark	9,68 €
Slovakia	14,68 €
Slovenia	9,68 €
Spain	Free <i>2nd: 3,95 €</i>
Spain - Balearic Islands	7,95 €
Spain - Ceuta	11,00 €
Spain - Melilla	11,00 €
Estonia	14,68 €
France	7,00 €
Greece	9,68 €
Hungary	9,68 €
Ireland	9,68 €
Italy	7,00 €
Luxembourg	16,00 €
Netherlands	7,00 €
Poland	9,68 €
Portugal	Free <i>2nd: 3,95 €</i>
Portugal (Islands)	65,00 €
Czech Republic	9,68 €
Romania	14,68 €
Sweden	9,68 €
Lithuania	20,00 €
Bulgaria	20,00 €
Finland	26,00 €

United Kingdom	11,89 €
Norway	29,00 €
Serbia	25,00 €

International

COUNTRY	COST
United States	25,00 €
Canada	25,00 €
Mexico	25,00 €
Chile	25,00 €
Peru	25,00 €
Colombia	25,00 €
Panama	25,00 €
Ecuador	25,00 €
Argentina	25,00 €

The customer will also be responsible for the shipping costs, if any.

How can I return a defective product if the exchange or return period has expired?

In cases where you consider that the product has a defect or manufacturing defect, you should contact our customer service indicating the damage suffered by the product and our quality team will review the defect and we will tell you how to proceed.

We inform you that all the product sent is carefully checked to avoid these situations.