

HOW THE SALE IS APPROVED

No sale contract exists with regard to any product until we have expressly accepted your order. If your order is not accepted, the amount paid will be refunded in full.

Once your order has been placed, you will receive an email confirming that we have received your request. Please note that this does not mean that your order has been accepted. All orders are subject to our acceptance. We are under no obligation to accept your order and may, at our discretion, choose not to accept it. Your order will only be accepted when we send you the shipping confirmation and this acceptance will refer exclusively and solely to the products indicated in the shipping confirmation. We are under no obligation to supply you with any other product.

We reserve the right to not accept an order in the following cases: i) in the case of a technical error and/or a typographical error in the price or the rest of the product details, and ii) in the case of a lack of product availability.

If you choose to have your order shipped to a store, you will receive a notification when your order has left our warehouse. Once your order has arrived at your chosen store, we will send you another SMS and email to let you know. If you do not collect your order within 48 hours, you will be sent a reminder message.

PRICE AND PAYMENT

The price of the products will be the price stated at any time on our Website, except in the case of obvious errors. While we endeavour to ensure that all of the prices shown on the Website are correct, errors may occur. If we discover an error in the price of the products that you have ordered, and if this error was clear and obvious, we will inform you as soon as possible and give you the option of either reconfirming your order at the correct price or cancelling it. If we are unable to contact you, your order will be deemed to have been cancelled and you will be refunded in full for any amounts paid.

The prices on the Website include VAT, but exclude shipping costs, which will be added to the total amount as indicated in Clause 7.3 below.

The prices may change at any time, but will not affect orders for which we have already sent a shipping confirmation.

PAYMENT TYPES

In general, payments made by credit or debit card, PayPal, Google Pay, Apple Pay and Microsoft Pay will be accepted. Nevertheless, these payment methods may be expanded and/or amended depending on where the purchase is made and the circumstances at that particular time. In any case, you will have access to the latest information concerning payment methods when you make your purchase.

Payment cards are subject to checks and authorisations by the card issuer. Should the issuer not authorise the payment, we will not be held liable for any delay or failure to deliver and we will not be able to proceed with the sale.

DELIVERY

What is the shipping cost?

Shipping and handling costs are not included in the price.

As a general rule, for purchases above an amount indicated on the Website (at the top), shipping will be free of charge. In all other cases, the shipping cost will vary depending on the delivery location and zone, and is calculated automatically based on the destination. Once you have selected your products, you can see the shipping cost by clicking on your basket and choosing your shipping zone. In the case of in-store delivery, shipping is free.

For countries outside the European Union, taxes and customs duties are not included in the price of the products or the order. The carrier may charge customs fees at the time of delivery, in accordance with current regulations.

During promotional periods (sales, etc.), the conditions in the previous paragraph may be changed. Nevertheless, in any case, you will be informed of these circumstances when you visit our Website or place your order.

Please note that we do not ship to PO boxes. You must therefore provide the exact delivery address.

Please remember to enter a telephone number that we can use to contact you in case you are not home when we try to deliver.

What is the shipping time?

Shipments are managed by Paack, MRW, GLS or UPS. The normal delivery times are 2 to 3 working days to all locations. Nevertheless, should delivery be delayed, we will inform you of the situation.

For in-store collections, the delivery time is 2 to 3 working days.

When calculating the delivery times for our shipments, please note that orders placed after 14:00 will be prepared the following day. Orders placed on Fridays after 14:00, on Saturdays and on Sundays will be prepared and shipped on the Monday.

As an exception, during special periods, promotions or sales, delivery times may be affected.

Orders are prepared at and shipped from our warehouse in Barcelona. The city's public holidays will therefore affect delivery times.

The delivery time will be longer if you place an order on one of the following dates (2022): 1 and 6 January, 15 and 18 April, 6 and 24 June, 15 August, 24 and 26 September, 12 October, 1 November and 6, 8 and 26 December.

In the event that, due to exceptional circumstances, one of the products in your order is not available, we will inform you of the situation and refund the proportionate cost from your order for this product.