

HOW THE SALE IS FORMALIZED

No sales contract will exist for any product until your order has been expressly accepted by us. If your order is not accepted, the full amount will be refunded to you.

Once you have placed an order, you will receive an email confirming that we have received your request. Please note that this does not mean your order has been accepted. All orders are subject to our acceptance. We are not obliged to accept the order and may, at our discretion, decline to do so. The purchase will only be accepted when we send you the shipping confirmation, and it will refer exclusively to the products listed in that confirmation. We will not be obliged to supply any other product.

We reserve the right to refuse an order in the following cases:

- i) in the event of a technical error and/or a typographical error in the price or other product details, and
- ii) in the event of the product(s) being unavailable.

If you have chosen in-store pickup, you will also receive a notification when the order has left our warehouse. Once the order has arrived at the selected store, we will send you a push notification and an email to inform you. If after 10 days you have not collected your order, you will receive a reminder message. You have a total of 15 days to collect your order.

PRICE AND PAYMENT

The price of the products will be the one stated at any given time on our website, except in the case of a clear and obvious error. Although we try to ensure that all prices shown are accurate, errors may occur. If we discover an error in the price of the products you ordered and the error is clear and unmistakable, we will inform you as soon as possible and give you the option to reconfirm your order at the correct price or cancel it. If we are unable to contact you, the order will be considered canceled, and any amounts paid will be fully refunded.

The prices on the website include VAT but exclude shipping costs, which will be added to the total amount.

Prices may change at any time, but such changes will not affect orders for which a shipping confirmation has already been sent.

PAYMENT METHODS

In general, we accept payments made via credit or debit card, PayPal, Apple Pay, Google Pay, Scalapay, Bizum (Spain), and Multibanco (Portugal). These payment methods may be extended or modified depending on the location of the purchase and current circumstances. In any case, you will have access to updated information regarding available payment methods at the time of purchase.

Payment cards are subject to validation and authorization by the issuing institution. If the payment is not authorized, we will not be liable for any delay or failure to deliver and will not be able to formalize the sale.

SHIPPING

What is the shipping cost?

Shipping and handling costs are not included in the product price.

As a general rule, for purchases above the amount indicated on our website, shipping will be free of charge. In all other cases, shipping costs vary depending on the delivery location and are calculated automatically based on the destination. You can view shipping costs after selecting your products by clicking on the shopping cart and choosing the shipping area.

For delivery to a pickup point, shipping costs will also apply and vary depending on the country where the purchase is made. There is also a minimum order amount from which shipping will be free.

For in-store deliveries, shipping is also free of charge.

For countries outside the European Union, taxes and customs duties are not included in the price of the products or the order. The courier may charge customs duties upon delivery in accordance with applicable regulations. Please note that during promotional periods (sales, etc.), the above conditions may be modified. These conditions can be consulted on our website or at the time of purchase.

Remember that deliveries cannot be made to P.O. boxes, so it is necessary to provide a complete and accurate delivery address.

To avoid any issues in case you are not at home at the time of delivery, we kindly ask you to provide us with a contact phone number.

What is the delivery time for my order?

Shipments are handled by MRW, GLS, Inpost, Mondial Relay, or UPS. The usual delivery time is 2 to 3 working days for all destinations. If a delay is expected, we will notify you accordingly.

For orders with in-store pickup, the delivery time is also 2 to 3 working days. During special periods, promotions, or sales, delivery times may be exceptionally affected.

Orders are prepared and shipped from our warehouse in Barcelona, so local public holidays may impact delivery times.

In the exceptional event that one of the products in your order is unavailable, we will inform you and refund the proportional amount accordingly.