

## **PURCHASING**

Here we answer the most frequently asked questions by our customers so far. If you do not find the answer to your question, do not hesitate to contact us through our [contact form](#).

### **How do I make an online purchase?**

You will see that the process is very simple and if you need assistance you only have to ask for it.

1. Choose the products you like the most and add them by clicking on "add to my bag" making sure that the size and color chosen are correct.
2. You will always know the number of products you have in your cart and the total amount of these (without the shipping costs that will be added at checkout) by clicking on the "cart" icon that you find on the top right of our website.
3. When you have finished, click on the "checkout" button to review the products you have selected, check the amount of your order and finalize your purchase by clicking on "checkout".
4. At the moment of proceeding with the purchase, fill in the form indicating the data we request (necessary to manage your order). If you are a registered user the data will be filled in automatically. In case you choose shipping to store, indicate the store where you want to receive your order.
5. Once the process has been completed correctly, you will receive an e-mail confirming your purchase and the order reference.

### **Do I need to register to buy online?**

No, in order to buy at Brownie we simply need your basic contact information (name, email, telephone and delivery address). Even so, we recommend you to register your account to better track your order from the "my account" section and to be always informed of our news.

### **How can I make sure that I have made my purchase correctly?**

Once you have made your purchase, you will immediately receive an e-mail confirming your order. If you do not receive it, we advise you to contact us so that we can confirm that the purchase has been made correctly and send you the confirmation again.

Once the order has left our warehouse, we will send you an email informing you.

Probably the transport agency in charge of the delivery of your order can also contact you via email, phone call or even a Whatsapp message.

### **Can I know the status of my order?**

Yes, you can do it in different ways: from the confirmation email by clicking on "track your order" or by accessing the following link: [Status of your order](#). If you are registered, you can also view the status of all your orders from the "my account" section under "orders".

### **Can I buy by phone?**

Currently we do not have this service, but we hope to be able to offer it in the future. Please use our [online store](#), we will try to offer you the best service and attention possible.

### **Can I cancel my order if I don't want to receive it?**

If your order is already in the preparation list of our warehouse, you will not be able to cancel the order once you have confirmed it. Please note that we would only have the possibility to cancel them if less than 2 hours have passed since the purchase. If you want to cancel your order, you should contact our [customer service](#) and we will confirm if it is possible to cancel it or not.

In case it is not possible, you will have to receive it and then make the corresponding refund.

### **Product availability**

All orders are subject to product availability. Occasionally there may be difficulties in the supply of products or if there are no items in stock. If this is the case and we are unable to provide you with the product, we will send you an email informing you of the incident and we will refund the full amount of the product not shipped.

## **PAYMENTS**

### **How can I pay for my purchase?**

We offer you several payment methods to choose from, according to your resources and preferences.

In addition, we want to inform you that the amount of your order will be charged and deducted from your card at the moment you confirm the purchase.

Remember that until you make the payment of the purchase, your order is not confirmed and, therefore, the chosen products are not reserved.

1. **Credit or debit card:** you can choose to add your usual card and save your data for future purchases.
2. **Paypal:** this payment method aims to provide maximum security to the purchase process, as it guarantees direct communication between the customer and the bank when making the payment. This way no one can have access to your card details.

3. **Scalapay:** Enjoy it now, pay later. Pay in 3 installments without commissions or interest.

## PRODUCT

### How can I get an out of stock item?

For stock reasons, we cannot always offer all the sizes and products we sell. If the size you want is out of stock, you can request that we send you a notice by accessing the product page, selecting the desired size and clicking on "let me know when it is available". We will ask you for a contact email to inform you.

We also recommend our customers to subscribe to our newsletter and follow our social networks to keep up to date with all the news.

### Are the pictures of the products real?

We work so that the images and colors of our products are as real as possible, however, there are many factors beyond our control that may vary their appearance, such as the color calibration of your monitor. If you have any questions about any of our products, please contact us.

### What sizes are shown on the Web?

All sizes shown are continental European sizes. If you have any doubts, you can check the option "What is my size?" in the product sheet, it will ask you for some basic information in order to find your ideal size as much as possible. You can also see our [size guide](#).

## SHIPPING

### Shipping methods

#### Home delivery

Shipping costs vary depending on the delivery location, for the different zones and are automatically calculated based on volume and weight. You can see the shipping costs once you have chosen your products by clicking on the shopping cart and choosing the shipping zone.

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, which will be charged to the customer.

### How are shipments made?

Deliveries will be made from Spain through the following companies:

- Paack: Shipments to Spain
- MRW: Shipments to Spain and Portugal
- UPS: Shipping outside Spain and Portugal

Once the order has been shipped from our warehouse we will inform you via email. You will be able to track the package.

For security reasons, we do not guarantee delivery to post office boxes, hotels, apart-hotels, residences, tourist apartments, transport agencies, logistics platforms or similar.

It is important that you provide us with a contact telephone number where you can be reached so that the transport agency can manage the delivery in case of any inconvenience.

Remember that it is the customer's responsibility to enter all data correctly, otherwise Brownie will not be responsible for any delays in delivery that may occur.

### **Which countries do you ship to?**

You can find the list and access the purchase page of each of the countries where we can ship your order in the following link: [Choose your country](#)

### **What is the delivery time?**

The usual delivery times are 2 to 3 working days for all destinations.

During sales or promotional periods and special campaigns, deliveries may be extended or delayed and in-store deliveries may not be available. Possible delays in delivery may be due to various reasons, unforeseen circumstances, force majeure and if the delivery area is in rural or remote areas.

To calculate the delivery time of our shipments you must take into account that orders placed after 14:00h will start to be prepared the next day. Orders placed on Friday after 14:00h, Saturday or Sunday will be prepared and shipped on Monday.

Saturdays, Sundays and public holidays are excluded from delivery times. National, regional and local holidays are respected, as well as those of the market where our warehouse/logistic center is located.

## **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

COUNTRY	COST
Germany	7,00 €
Austria	9,68 €
Belgium	7,00 €
Croatia	14,68 €
Denmark	9,68 €
Slovakia	14,68 €
Slovenia	9,68 €
Spain	Free 2nd: 3,95 €
Spain - Balearic Islands	7,95 €
Spain - Ceuta	11,00 €
Spain - Melilla	11,00 €
Estonia	14,68 €

### EUROPE (Non-EU countries)

COUNTRY	COST
Switzerland	29,00 €
United Kingdom	11,89 €
Norway	29,00 €
Serbia	25,00 €

### International

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 2nd: 3,95 €
Portugal (Islands)	65,00 €
Czech Republic	9,68 €
Romania	14,68 €
Sweden	9,68 €
Lithuania	20,00 €
Bulgaria	20,00 €
Finland	26,00 €

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.

## **General Information**

### **Is it possible to receive periodical information in my e-mail with the latest Brownie news?**

Yes, subscribe to our newsletter and find out the latest news before anyone else. By subscribing, you give us your e-mail address and you will receive all our news.

### **Can I unsubscribe from the Newsletter?**

If you wish to unsubscribe from our newsletter you can do so by clicking on "unsubscribe" at the bottom of the email.