

PURCHASE

How to make a purchase online

1. First select the items you like most and add them to the shopping basket, make sure you select the correct size and colour.
2. The number of items in your basket and the total cost (excluding the cost of delivery and any other costs added to confirm the purchase/sale/order). When you have finished, click on “see basket” to review the items selected and assess the final cost of your order.
3. To proceed with your purchase fill in the form indicating the information we request (information we need to process your order)
4. Follow the instructions until the process has been completed correctly, you will receive email confirmation of your order number.

Please note: Every effort is made to ensure the colours of our products are shown as accurately as possible, however the appearance can be affected by various factors which are beyond our control such as the colour setting on your monitor. If you have any queries about the colour of one of our products please contact us.

Can I make a purchase by telephone or email?

No. Please use our online shop <https://www.browniespain.com/en>. We are able to offer you the best possible service and attention through our website.

PAYMENT

How do I pay for my purchase?

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.

Can I order models not shown on the website?

For various reasons some of the clothing items found in our shops are not included in the online shop. If you are interested in a particular item please contact us through our contact form and we can let you know whether the item is available for purchase or not.

What are the sizes shown on the website?

All the sizes shown are European continental sizes. If you have any queries consult the product description or contact us through our contact form.

DELIVERY

What are the charges for delivery?

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 are the delivery times?

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.

CANCELLATIONS, EXCHANGES AND RETURNS

How can I cancel my order if I decide I no longer want to receive it?

When you place your order you are making a definite purchase and the cost will be deducted from the card used to make the payment. Consequently you will not be able to cancel the order once it has been confirmed.

Is it possible to return my order online?

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.

Will I be able to change the colour or size of the article received?

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.

How can I return a defective product in case the exchange or return period has elapsed?

In cases where you consider that the product has some manufacturing defect or defect, you must contact us immediately by means of our contact form indicating the damage suffered by the product and we will indicate how to proceed.

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

GENERAL INFORMATION

Is it possible to receive periodic information in my email with the latest Brownie news?

Yes. Subscribe to our newsletter and get the latest news before anyone else. By subscribing, you indicate your email and you will receive all our news in it.

Can I unsubscribe from the Newsletter?

If you wish to unsubscribe from our newsletter, you can do so by accessing the latest newsletter received.