

## **Returns and Refunds Policy**

Thank you for purchasing in our store.

We understand that returning a product can be challenging, and we will do our best to make the process as simple as possible for you. We will need your help by following these simple steps, which we feel are based on transparency and fairness principles.

### **Timeframe for returns**

Legally, you have 14 days to make your returns. We think this may not be enough, so we will give you 30 days from the day you received the product to return it. Please, note that no returns will be accepted after this period.

Extended Holiday Season: All products that have been delivered to you between October 1<sup>st</sup> and December 31<sup>st</sup>, can be returned until January 31<sup>st</sup> of the next year. No returns will be accepted after this period.

### **Products that cannot be returned unless received damaged or by mistake**

Some small groups of products are not subject to be returned unless received damaged or by mistake (wrong product). These groups or products are the following:

- Products related to hygiene or health protection, in which the security seal has been removed, or the product has been mixed with other products
- Audio, video, or software recordings sold in a sealed package if the seal has been removed
- Customized products, manufactured specifically according to client's specifications
- Products that will expire soon
- Expired newspapers, magazines or illustrated publications
- Alcoholic beverages whose price has been agreed in a purchase contract, and whose value depends on market fluctuations

### **Acceptable condition for returns**

The product you return must be in the exact same condition in which you received it. This means that the product needs to be returned unaltered, complete (with all accessories, original tags, certificates of authenticity or warranty if provided, etc.), and in its original packaging. We suggest keeping the packaging until you are sure you will not return the product.

If the product you return is not in the condition previously described, discounts will be applied according to the following rules:

- **Good condition (10% deduction)**: Missing original packaging; Factory or vacuum seal is broken/opened, but the item is still in its original condition; Original tags included but unattached
- **Fair condition (20% deduction)**: Some signs of wear or use; Item has been installed; Original tags missing
- **Poor condition (35% to 50% deduction)**: Missing parts; Significant signs of wear, or significantly different than how it was sent; Item is damaged, scratched, defective, or requires service or repair; Missing provided certificates of authenticity, grading, or appraisal

### **Process for returning a product**

Please, note that carefully following these simple steps will help us to simplify the communication and accelerate the return process:

#### **1. Contact us through the platform messages**

Write a message to us through the platform, indicating:

- The reason of your return request
- A specific date on which you would like us to pick up the product from your home. Please note that we cannot program specific times of the day (this depends on the carrier), so please be advised that someone needs to be home all day on the day you specify

If you want to return the product because you have received it damaged, factory faulty, or you have received a wrong product, please also consider the following:

- Send us the message within 7 days of receiving the product
- Include pictures showing the damage in the product, the failure, or the wrongly received product
- Include clear (readable) pictures of the carrier label in the package, and pictures of the package (internal and external), which will help us execute our insurance if necessary
- Indicate if you would prefer to receive another product or to be fully refunded

## **2. We will send you a pre-paid label for returning the product**

If we have all the information we need, we will reply to you with a pre-paid label, which you will need to print and attach to the package so that our carrier can pick up the product from your home. You will not need to ship the product yourself taking it to a carrier or post office.

Please note that if you decide not to use our pre-paid label and opt for sending us the product by your own means paying more, we will not refund the extra cost you paid. The maximum amount we can refund is the preferential cost we have with our carriers.

## **3. Confirm when the carrier has picked up the product**

When the carrier picks up the product, please send us a message so we can track the package.

## **4. Receive your new product or your refund**

Once we have received the product, our team of professionals will inspect it (this process can take up to 72 hours), and we will proceed according to your instructions:

- If you have chosen to receive a new product, we will ship it immediately
- If you have chosen to receive a refund, we will process the refund through the platform, and you will receive your funds in the original payment method you used for the purchase (this may take a couple of days, depending on your bank)

Please note that, if by mistake you have sent us a product that was not sold by us, we cannot issue a refund. In such case we will return the product to you so you can coordinate the refund with the correct supplier.

## **Cost of return**

We will cover the cost of return in the following cases:

- If you are returning a product within 30 days of reception because it was received damaged, or the wrong product was sent
- For clothes, shoes, purses, jewelry, or wristwatches, if you are returning them within 30 days of reception
- For all other products, if you are returning them within 14 days of reception and the product value (excluding shipping) is 40€ or higher

We will not cover the cost of return in the following cases:

- If you are returning a product within 14 days of reception and the product value (excluding shipping) is less than 40€

- If you are returning a product of any value after 14 days and before 30 days of reception. In this case, we will also not refund the original shipping costs (to send the product to you)

#### **Refund deductions (if applicable)**

Please, be advised that we can apply deductions to your refund, in the following cases:

- If you have not returned the product in the same condition in which you received it, as it was specified in the “Acceptable condition for returns” section of this policy
- If we have paid for the shipping cost of return, but we are not supposed to cover it, as it was specified in the “Cost of return” section of this policy
- If you are returning a product of any value after 14 days and before 30 days of reception, we will not refund the original shipping costs you paid to send the product to you

#### **Process for Factory Faulty Products**

- If you report the failure **within the first 30 days after you received it**, your product is eligible for a return if you provide us with enough proof of the failure. Please note that if you fail to provide the proof of failure, your return will not be treated as a return by failure, and discounts may apply if you do not return the product in the same condition in which you received it. You can follow the instructions in “Process for returning a product” section of this policy.
- If you report the failure **after the first 30 days but within the first 2 years after you received it**, your product is not eligible for a return. In this case, product guarantee from the manufacturer applies. Please, proceed as follows:
  1. Send us a message providing evidence of the failure so we can initiate the guarantee claim. Please note that without proper proof of the failure, we cannot accept or initiate the claim with the manufacturer.
  2. We will put you in contact with the manufacturer’s technical service, which will give you instructions for the product to be inspected.
  3. If they determine it is a factory fault, they will define if they can replace or repair the product, or if a refund must be issued.
  4. If they determine it is not a factory fault, but a failure caused by an incorrect use of the product (accidental or deliberate damage, external factors, or general deterioration), they will propose a budget for you to accept if repair is possible, and you would have to pay for the repairs and the shipping of the product back to you (if applicable)  
If you do not accept the budget, the product will be returned to you in the same status if you want, but no return or refund will be accepted in this case.
- **After 2 years of reception.** No return or warranty applies since legal warranty of the product has expired.