

RETURN POLICY - IBERIAN CARE 2016, S.L.

1-PRODUCT RETURN POLICY

In accordance with the current legislation, you have the right of withdrawal within 14 calendar days without having to justify the withdrawal (see non-refundable products).

The withdrawal period shall expire 14 calendar days from the day on which you or a third party indicated by you, other than the forwarder, acquired material possession of the last such goods.

In those returns by express desire of the customer, the shipping costs will be borne by the customer.

The collection of the product will be request form Iberian Care (cost to be estimated according to the goods), which will be discounted from the amount of the products returned to the customer.

Iberian Care will bear the expense of return in case of shipping error or manufacturing defect.

Once the order has been received, the customer has 14 calendar days from the delivery date to notify any error in the order in the order, lack or bad condition of any product included in the order.

Non-refundable products

In accordance with the regulations in force and for reasons of hygiene and safety, returns of products that have been unsealed and/or used (except in cases where the product has been delivered in error) will not be accepted, with the exception of those products that have delivered by mistake, those that do not correspond to the order, those that have been damaged during transport or are defective.

The return of products whose storage requires controlled temperature conditions is not accepted if it cannot be verified that the customer has maintained these temperature conditions after the product has arrived at the facilities. To verify these temperature conditions, the customer will be asked for a temperature record of where the goods were stored. If the customer does not have these records, it is understood that it cannot be guaranteed that the product maintains the same safety and quality conditions as delivered.

2- QUALITY ASSURANCE

In the event of receiving any product from your order that is not in perfect condition (due to deterioration in transport or any reason that prevents the correct functioning or use of the product) Iberian Care undertakes to replace it or refund 100% of the amount paid for the product.

After verifying the validity of the error or manufacturing defect of the product, Iberian Care will pay the equivalent amount of the purchase. In the event of no manufacturing defect or error in the shipment by the company, the customer shall be responsible for the shipping costs.

The refund of amounts will be made as agreed upon with the customer.

You can communicate the return by phone +34 951 907 256, via email "info@iberiancare.com" or by filling the return form at the bottom of this page.

We guarantee the origin of our products, directly from the supplier or the manufacturer. Our products comply with the highest quality, safety and guarantee specified in each case by the manufacturer.

3- HOW TO PERFORM A RETURN (RIGHT OF WITHDRAWAL)

The client shall inform the company via email or via the telephone customer service, filling the return form that will be provided.

Once the return has been accepted, the transport company will be notified to pick it up at the address where the goods were delivered and return it to our company.

Each return will have a billing document associated with it, which will be validated once the products arrive. If you have any questions, please contact Customer Service.

We remind you that the amount of the refund will be made within a maximum of 14 calendar days from the receipt of the returned product(s) and once it has been verified that its condition is the same as when it was sent.

The costs of the return will be borne by the company for poor condition, deterioration or error in the shipment of the requested product.

Instructions for the preparation of the return package:

The returned product must be in perfect condition and in its original packaging so that it does not suffer a devaluation.

4- CONTACT METHOD

-EMAIL ADDRESS:

Please, send us your queries to the following email address: info@iberiancare.com

-TELEPHONE CUSTOMER SERVICE

You can make queries calling to +34 951 907 256 as follows:

Monday to Friday from 7 a.m. to 3 p.m.

We will answer you as soon as possible.

Withdrawal document (F/10/01)



Málaga 25 October 2022

The Directorate

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