



enfermanía

EXCHANGE

RETURN

Mandatory to attach this document in case of exchange or return of any product.
Returns are not accepted for personalized products or socks.

Order N.: _____ Name and Surnames: _____

Items that are returned:

Ref.	Product	Size	Color	Quantity

If you wish to exchange the item, indicate here the new product you would like:

Ref.	Product	Size	Color	Quantity

Can you help us improve? We would greatly appreciate any comments regarding the reason for the return/exchange:

If for any reason you are not satisfied with your order, you can return the unwanted item within 30 calendar days from the date of receipt of your order.

Check that your return meets the following REQUIREMENTS before sending the product:

- The product must be in perfect condition, without any signs of use that prevent its sale.
- You must return the product in the original packaging (Box, bag, etc) including warranties and instructions for use, if any.
- It is very IMPORTANT that you return the product PERFECTLY PACKED. In case that the product is damaged due to improper packaging, we will not accept the return.
- The package you send us must contain this FORM OF EXCHANGE / RETURN correctly completed.

If all the above conditions are met, Enfermanía will accept the return of the product.

- If you exercise your right to return the entire order, Enfermanía will refund the full amount of your order (content+shipping costs, if any)
- If you wish to return a part of your order, Enfermanía will refund the amount of the returned items of your order.
- If you make a change from one product to another, Enfermanía will send you the new product without shipping costs and you will be charged or paid (as applicable) the difference amount between both products.

The return shipping costs (sending the returned products to Enfermanía) are the responsibility of the customer and can be done via Correos or any courier service of the customer's choosing, except in cases where the received product is incorrect or defective. In such cases, the customer must contact Enfermanía by email (info@enfermania.com) or phone (+34 686 40 92 40), and Enfermanía will arrange the pickup free of charge.



Returns must be sent to the following address: →

Enfermanía, S. L.
Vial de los Cipreses, 7
03006-Alicante SPAIN