

Returns

www.tartetatinjewel.com

The User may return any item he/she has purchased through the Website if and when the return is carried out on the basis of one of the following:

1. The general right to withdrawal, if and when circumstances established in the law are given.
2. Articles 68 and following of the Revised General Act for Defence of Consumers and Users approved by Royal Legislative Decree 1/2007 of 16 November.
3. Defects caused by shipping or incorrect product(s) shipped.

The User may only return a purchased item if and when the item has not been opened or used and is still sealed or in its original packaging. Returns will not be accepted if the product is not returned in perfect condition, in its original packaging and without having been used. The order must be returned in its entirety, including all of its original accessories and packaging. The client must also pay any fee associated with the return. If a waiver is used, the return shipping charges will be paid by the User.

In accordance with the law, returns of products which have been un-sealed, except in cases of faulty merchandise, will not be accepted.

If the product is faulty, the User may also choose to exchange the product, within 14 days, as stated in the law.

If at the time of delivery it is clear and visible, without the need to manipulate the packaging for delivery nor the product's packaging, that the product is faulty due to damages caused during shipping, or if in the same way, it is noted that incorrect merchandise was received, the client must make a note of the circumstances on the delivery note, and communicate the same to the Administrator via e-mail to tartetatin@outlook.es or phone (+34) 659521178, in the 24 hours following receipt of the product(s) in order to request the return of the affected product(s) for either an exchange, or to be refunded.

Damages cause during shipping, which can only be detected after opening the product must be communicated in the first 24 hours after receipt of the order, as indicated above, making note of the order number, damages to the product and by requesting the return of the affected product(s) for either an exchange, or to be refunded. The Administrator will examine the product and communicate to the User whether he/she has the right to exchange the same. The return of products that are not maintained in the same conditions in which they were received, or those which have been used and not merely opened, will not be accepted. The return or exchange of products will be carried out as soon as possible, and always within 30 days following the date on which the Administrator sent an e-mail confirming that it will proceed with the return or exchange of the unsatisfactory product.

Where applicable, the Administrator will issue a refund within 30 days of receipt of the User's request for return. The refund will be issued using the same payment method that was used to purchase the order, or by means of a bank transfer to the account indicated by the User.

Return of Faulty Goods

In cases of manufacturing defects, the purchased item can be returned if and when the item has not been opened or used and is still in its original packaging. Returns will not be accepted if the product is not returned with its original packaging and without having been used.

The order must be returned in its entirety, including all of its original accessories and packaging. Once received, the Administrator will examine the product and communicate to the User whether he/she has the right to exchange the same. The return of products that are not maintained in the same conditions in which they were received, or those which have been used and not merely opened, will not be accepted. The return or exchange of products will be carried out as soon as possible, and always within 30 days following the date on which the Administrator sent an e-mail confirming that it will proceed with the return or exchange of the unsatisfactory product.

If at the time of delivery it is clear and visible, without the need to manipulate the packaging for delivery nor the product's packaging, that incorrect merchandise was received, the addressee must make a note of the circumstances on the delivery note, and communicate the same to the Administrator via e-mail to tartetatin@outlook.es or phone (+34) 659521178, in the 24 hours following receipt of the product(s) in order to request the return of the affected product(s) for either an exchange, or to be refunded.

Faulty merchandise, which can only be detected after opening the product must be communicated in the first 24 hours after receipt of the order, as indicated above, making note of the order number, damages to the product and by requesting the return of the affected product(s) for either an exchange, or to be refunded.

If the returned product is out of stock, the client may choose to exchange it for another product of similar price and quality, or ask for a refund.

Where applicable, the Administrator will issue a refund within 30 days of receipt of the User's request for return. The refund will be issued using the same payment method that was used to purchase the order, or by means of a bank transfer to the account indicated by the User.

Communications

For any incident related to returns the User or addressee should contact the Administrator via e-mail, at tartetatin@outlook.es or phone at customer service number (+34) 659521178.

Communications to the User from the Administrator will be made using the personal information provided by the User when registering on the Website. Applicable legislation requires that part of the information or communications sent by the Administrator to the User be made in writing. Because of this, the User expressly accepts the use of e-mail as a valid form of communication for all information sent related to the use of the Website, recognizing as binding, that any communication sent to the User to these effects by the Administrator complies with legal requirements as it is communicated in writing. All of the aforementioned is binding, notwithstanding the User's rights as recognized by law.