

RETURNS AND EXCHANGES POLICIES

12 Pulgadas reserves the right to **refuse those returns that do not comply** with the following instructions or:

1. That show clear signs of use (stains, holes, burns, smells, etc.).
2. That don't have attached their original tags/stickers/package (if you received your items with a red alarm, they must be returned with the same undamaged red alarm).

For further information on your rights, you can refer to the Guarantees and Returns Regulations at the European Union's website.

How long do I have to return an item?

You may return the items in their original state in a period of 14 calendar days since you receive your package.

Can I go to the store in Barcelona and return a product I bought online?

You can drop off the items you want to return at our store bringing also this printed paper. Later we will check them for damages, and if everything checks out, we will process the refund to the payment method originally used.

Can I go to the store in Barcelona and exchange a product I bought online?

If you want to make an exchange for a different size (not product), you may do so immediately at our store bringing also this printed paper, as long as the price does not vary and we have the item in stock. If it's a product exchange you cannot do it at the store; you can drop off the item, request a refund and make a new purchase.

Who assumes the cost and risk of the return by mail?

The customer will bear the cost and risk of shipping, unless the product is faulty or is incorrect.

How do I return or exchange my product by mail?

To exchange the products you bought online, fill out the box below with the item name you wish to make the exchange for (check stock first on our website) or mark Return, and ship the package back following the instructions below.

How should I pack my returned order?

Items should be sent in appropriate packaging to ensure they don't get damaged in transport, preferably in the same packaging originally sent, accompanied by the returns form. If it is shoes, they **MUST** be returned in their original box inside another cardboard box, please don't send them in a plastic bag as they will get damaged.

STEPS TO FOLLOW FOR MAIL RETURNS:

1. Fill out the box below and place this sheet of paper inside the shipping box with the product.
2. Ship item(s) to 12 PULGADAS, Address: Carrer Durán i Bas 1, 08002 Barcelona, Spain.
3. When we receive the item, we will issue a refund to the same payment method you initially used, and you will receive a confirmation e-mail.

Choose one: <input type="checkbox"/> RETURN REASON: _____	<input type="checkbox"/> SIZE EXCHANGE SIZE YOU WANT: _____	<input type="checkbox"/> COLOUR EXCHANGE COLOUR YOU WANT: _____
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