



RETURNS AND EXCHANGES

If you are not satisfied with your purchase, you can return the unused articles within **14 calendar days** from the date of reception and we will process the corresponding refund*.

We can not exchange the items for different sizes or colours, but if you want to exchange your article for another, we will refund your order and you will be able to make a new purchase online.

The customer will bear the cost and risk of shipping of the items in case of a return. For further information you may consult Guarantees and Returns in the European Union's website.

*12 Pulgadas reserves the right to penalize or refuse those returns that do not follow the aforementioned instructions.

STEPS TO FOLLOW

1. Fill in the form below and place it inside the shipping box.
2. Ship item(s) to Carrer Durán i Bas 1, 08002 Barcelona. We recommend using a delivery service with tracking system, as 12pulgadasbcn.com will not responsible for any loss or damage of returned items. The items should be sent in their original packaging, in perfect condition, unused and with any additional you may have received (tags, stickers, bags).
3. When we receive the item, you will receive a confirmation e-mail and we will issue a refund to the same payment method you initially used (the estimated time for the refund to be effective will depend on your bank).

ORDER DATE _____

ORDER REFERENCE # _____

EMAIL _____

NAME _____

PHONE # _____

MODEL _____

COLOUR _____ SIZE _____

RETURN REASON _____