

SHIPMENT

If the product is available, it will be sent within a maximum period of 3 days, depending on the current stock.

Products not available in our store may take up to 10 days.

Attention:

Shipments are suspended on Sundays and holidays. Upon request, the products it can be sent to another address.

SHIPPING MODE

We offer free standard shipping with no order limit.

We have two shipping options. (standard and express service)

Costs vary by option and destination. (Orders are usually ready in 3 days to 1 week, depending on the number of items or product availability).

The corresponding charges Customs and local taxes must be paid by the customer at the time of receiving the order.

In the event of the recipient's absence, the carrier will leave a notice and the customer may Contact the carrier to agree on the mode of delivery.

"Togashi Damasquinos" "excludes all responsibility in case of deficiencies or delays in delivery attributable to force causes major (bad weather, difficulty reaching the scheduled delivery area, etc.).

The products trips covered by insurance policies stipulated by "Togashi Damasquinos", in accordance with the type of transport used. If within a reasonable time you still have not received your order, we recommend that you contact our customer service as soon as possible using the contact forms found in the 'Contact Us' section at handmade.damasquinos@gmail.com, from this way our staff can check the status of your order and perform a specific search with the conveyor.

Attention: given the intense traffic that is created during the Christmas period, there are There may be delays in the delivery times specified in the table.

Recommendation: To receive the package before Christmas, we recommend that you do so one month in advance. When receive the order, check that the number of packages corresponds to that specified in the attached document, that the packaging is complete and does not show any damage or modification. In the event that any of these conditions is verified, it is necessary to carry out a immediate claim to the transport company and ask to sign with a reservation, indicating in the transport document that I accept a reservation due to "(for example, damaged packaging), sign the document and also request the endorsement of the carrier. This procedure is It is necessary for the transport company to respond for the damages that, if any, been caused during transportation.

RIGHTS OF RETURN AND RESOLUTION

"Togashi Damasquinos" accepts returns within 15 working days.

You must communicate through the contact option on the website, and we will proceed to give you all the instructions to make the return.

The shipping cost will be paid by the customer, and the products must be in their original packaging and must not show any damage or defect.

Once the returned product is received, the full amount of the purchase will be refunded.

