

## SHIPPING

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 7 days. Attention: shipments are suspended on Saturdays, Sundays and holidays. Upon request, the products may be sent to another address.

## SHIPPING MODE

The shipping cost goes to part of the amount of the product. We offer free standard shipping, on purchases over 80 euros. We have two shipping options. (standard and express service) Costs vary according to option and destination. (Orders are usually ready from 3 days to 1 week, depending on the number of items or product availability). The charges corresponding to customs and local taxes must be paid by the client at the time of receiving the order. In the event that the recipient is absent, 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 causes of force majeure (bad weather, difficulty in reaching the planned delivery area, etc.). The products travel covered by insurance policies stipulated by "**Togashi Damasquinos**" ", in accordance with the type of transport used. If within a reasonable period you have not yet received your order, we advise you to contact our customer service as soon as possible using the contact forms found in the 'Contact us' section at [handmade.damasquinos@gmail.com](mailto:handmade.damasquinos@gmail.com), from this way our staff can check the status of your order and carry out a specific search with the carrier. Attention: given the intense traffic that is created during the Christmas period, there may be delays in the delivery times specified in the table. Recommendation: To receive the package before Christmas, we recommend that you make it one month in advance. When you 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 alteration. In the event that any of these conditions is verified, it is necessary to make an immediate claim to the transport company and ask to sign with a reservation, indicating in the transport document that I accept a reservation because of "(eg damaged packaging) , sign the document and also request the carrier's counter-signature. This procedure is necessary for the transport company to be responsible for the damages that, if any, had been caused during the transport.

## RETURNS AND RESOLUTION RIGHTS

"**Togashi Damasquinos**" will not accept returns on sales of merchandise that can be reproduced or copied easily and immediately. "**Togashi Damasquinos**" will not give any possibility of accepting the return of an order that has already been placed, unless it wishes cancel the purchase within 48 hours. Only then will the amount be refunded. "**Togashi Damasquinos**". "**Togashi Damasquinos**" will proceed to return the amount of the merchandise when due to causes not attributable (whether direct or indirect) to it, it was unable to serve it.