

## **HOW TO MAKE AN ORDER?**

To order, email requests to: [ateliermarysolgomez.com](mailto:ateliermarysolgomez.com).

Within 24 hours a confirmation email of your order will be sent out, with a reference number and all the necessary data, product prices, shipping costs and payment methods included.

Payment must be made via a bank transfer. Once payment has been received, the order will be prepared for shipment. The invoice will be included.

### **SHIPMENTS:**

All shipments are made by our transport agency and shipping costs are charged to the customer.

#### **SHIPMENTS TO THE SPANISH PENINSULA**

Shipping is free in the national territory on orders over 195 euros.

Shipping is €7.20 in the national territory on orders under 195 euros.

However, the shipping cost can increase depending on the volume and weight of the package.

Exact shipping costs will be calculated when the entire order is placed and will be detailed in the confirmation email.

Delivery time is 24 to 72 hours, provided the availability of the product allows it.

#### **SHIPMENTS TO THE CANARY ISLANDS, BALEARIC ISLANDS, CEUTA AND MELILLA**

Shipping prices vary depending on the volume and weight of the package. Exact shipping costs will be calculated when the entire order is placed and will be detailed in the confirmation email.

Delivery time is from 48 to 72 hours, provided the availability of the product allows it.

#### **SHIPMENTS TO EUROPE**

Shipment costs to Europe will vary depending on the shipping area and on the volume and weight of the package. Exact shipping costs will be calculated when the entire order is placed and will be detailed in the confirmation email.

Delivery time is from 48 to 72 hours, provided the availability of the product allows it.

#### **SHIPMENTS TO THE USA**

Shipping and customs charges are charged to the customer.

Shipment costs €57.15. However, shipping cost can increase depending on the volume and weight of the package. Exact shipping costs will be calculated when the entire order is placed and will be detailed in the confirmation email.

Delivery time is 72 hours, provided the availability of the product allows it.

#### **CUSTOMS**

Each country has its own custom fees.

The customer is responsible for all customs expenses.

These charges are not included in the product price or shipping costs.  
In case of rejection of the package by customers, the amount of the return and customs expenses will be deducted from the total amount to be reimbursed.  
These conditions are to be accepted at the completion of the purchase.  
We are not responsible for possible delays due to third party efforts, such as logistics agencies, import delays and customs management.

We do not send to post office box, hotels or other non-permanent addresses.

## **RETURNS & EXCHANGES**

### **RETURNS**

The items must be in perfect condition, with all the original labels and the same packaging.

The maximum term of return is 14 days from the purchase thereof.

The customer should contact us as soon as possible via email ([ateliermarysolgomez.com](mailto:ateliermarysolgomez.com)) to initiate a return. Once the return has been authorized, the customer will be informed of the process to follow.

The customer can return the product using the courier company of choice or request collection at home. If home collection is chosen, our transport agency will be sent. This cost will be paid by the customer and will be deducted from the final refund.

The return shipping address is Marysol Gomez Atelier C/ Manuel Cuevas 14. 13350 Moral de Calatrava (Ciudad Real), España.

Once the returned articles have been received, the refund will be issued through the same channel from which the purchase was made.

### **SIZE OR MODEL CHANGES**

To request a change of any sort the customer must email [ateliermarysolgomez.com](mailto:ateliermarysolgomez.com) .  
If the size or item is not available, customers should follow the procedure as if it were a return.

This option is only available for national orders.

For orders outside of Spain or in Europe it will be necessary to return the article and process a new order.

### **RETURN FOR TEARS OR IMPERFECTIONS**

All our articles pass a quality control and are in perfect condition.

In the exceptional circumstance that a customer has received a garment that is damaged in any way, please contact us through the email address [ateliermarysolgomez.com](mailto:ateliermarysolgomez.com), attaching an image to show the damage.

Bear in mind that after the period of 24 hours from the receipt of the order no claim for tear or damage will be accepted, and the article may be rejected on its return.

### **ORDERS FOR GIFTS**

Simply indicate at the time of purchasing that you would like the order to be sent as a gift to the recipient, and we will take care of everything.