

## **RETURNING A PRODUCT:**

If you want to make the return of any product the procedure is as follows:

1. Complete the return form and send it to [bcn@artdbarcelona.com](mailto:bcn@artdbarcelona.com). You will receive the same document, with a return number indicated and you can proceed to return the product.
2. You must send the product ( with the printed return authorization) to the following address:  
D'ART IDEA 2011, SL - Portal de Sant Roc, 52 (3 º 2 º) 08221 Terrassa, Barcelona, Spain.

### **State of product and packaging:**

1. The product can not be used.
2. Must be sent in the same conditions in which you received it (same package).
3. It must be in our office within 15 days of placing your order.

### **I can exchange an item for another?**

At the moment we do not have this option to the website. To change the product will be indicated in the 'return form' and we will contact you after receiving the product to return, in order to convey the one you want sooner the better.

### **What do I do if I receive a wrong or defective product?**

In this case, you will have to do the same procedures that a return current. Once you send a return form, indicating the reason for it, we will contact you to:

1. Send back the product (the shipping cost will be paid by us)
2. Refund the product (shipping costs borne by the customer)

### **How to get a refund?**

The refund will be just as payment from the card back in once we have verified the optimum state of the package within 30 days.

Return Form