

RETURN POLICY:

You have the right to return the goods purchased within 14 calendar days from the day you receive them. Returns must be communicated in writing by email to info@espinela.com. ESPINELA will accept returns without any extra cost for the customer, as long as all the terms below are fulfilled:

- (i) The product must be unused, unmarked and in its original condition with the stick protector on the outsole and well preserved.
- (ii) You must return the Product in its original parcel and original box, with all related accessories included when you opened the parcel, such as: dust bag(s), etc..
- (iii) The return authorization sent by ESPINELA and the original purchase receipt have to be sent inside the original box
- (iv) We request that returns are shipped through our shipping partner TNT and following the instructions received from ESPINELA by email. ESPINELA is not liable for any returned goods which are not returned in this way

ESPINELA will not accept any return of products that appear to have been used or have been damaged. If this is the case the products will be sent back to the customer via Post as soon as possible.

In particular, the outsole of the shoes is fragile and shall remain unmarked and in its original condition. All shoes should be tried on a carpeted surface and kept in protective dust bags provided until you are certain you are keeping them.

In addition, you agree to take particular care when packing the Product to be returned. If the returned Product has been damaged due to improper packaging ESPINELA reserves the right to refuse its return or to accept it with a partial refund only (price reduced with repair costs).

Following receipt of your products in return, and provided that the return conditions are met, ESPINELA shall notify you by email that the total or partial refund of your order is being processed. A credit shall then be issued in the same form as the original payment. Depending on your financial institution, the refund may take up to 10 (ten) working days after ESPINELA has sent you the confirmation of the return.

Please be aware that international customs duties and sales taxes are NOT refunded for shipments outside the European Community (EU).