

FREQUENTLY ASKED QUESTIONS ABOUT SHIPPING AND RETURNS

WHICH COUNTRIES DO WE SHIP TO?

We currently ship to mainland Spain, the Balearic Islands and European countries (only Germany, France, Italy, Switzerland and Austria). **We do not ship to the Canary Islands, Ceuta or Melilla.***

HOW LONG WILL MY ORDER TAKE TO ARRIVE?

- Balearic Islands: between 2 and 5 working days.
- Mainland Spain: between 3 and 7 working days.
- Countries available in the EU: between 5 and 10 working days.

You will receive a tracking number when your order leaves our warehouse.

WHAT ARE THE SHIPPING COSTS?

- Free for orders over €600 in Spain and other destinations we ship to.
- Below that amount, we apply a fixed rate depending on the destination.
(Free in Balearic Islands, €12 in Spain & €25 for other European destinations).

HOW DO WE PACKAGE THE WINE?

We use secure, sturdy, approved packaging designed to protect the bottles.

CAN I RETURN MY ORDER IF I CHANGE MY MIND?

Yes, you have 14 calendar days from receipt to exercise your right of withdrawal.

The product must be returned in its original packaging, unopened and unaltered.

WHAT PRODUCTS CANNOT BE RETURNED?

We do not accept returns of bottles that have been opened, tampered with or damaged due to improper use.

WHAT SHOULD I DO IF MY ORDER ARRIVES DAMAGED?

In that case, **please notify us within 48 hours of delivery**, sending photos of the packaging and the damaged product. We will offer you a replacement or refund.

HOW DO I PROCESS A RETURN?

Send us an email with your order number and the reason for the return.

We will provide you with the shipping address and the steps to follow.

Once we receive and inspect the product, **we will issue a refund within a maximum period of 14 days.**

