

## Conditions of sale



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## PRICES

All prices in our webpage are always in Euros and include taxes, except when you are buying from out of Europe.

The owner of the website can change, without prior notice, any price or content of the website (prices, pictures, availabilities of products, features, etc.). You should read our terms and conditions any time you access to our website in order to assure that they did not change from your last connection.

All prices in our webpage are exclusive for this channel; in no case we will offer them in our shop in Barcelona.

## AVAILABILITY OF PRODUCTS

We make big efforts in order to have up to date all our stocks; but, unfortunately, in some cases there may be setbacks that are beyond our control. Because of that, all our delivery terms are approximately those that appear in the product page. If you want to know the exact time that you will receive your good, please contact us through our contact form.

In case that you place an order and delivery time differs a lot from what is marked in the product page, we will contact you to give you the option either to change your order or refund it.

## SHIPPING INFORMATION

All our orders will ship within the approximate terms shown in the product page. Those terms are not binding; if you want to know the exact time you will receive your order, please feel free to contact us through our contact form in the contact page.

All our orders will ship with UPS courier. In case you are not at home when they try to deliver your product, they will leave a note. You will be able to contact them in order to receive further information.

**Shipping costs are FREE for Península and Baleares (from 90 euros). For the rest of Europe, free shipping is for all orders from 249 euros, and for the rest of the world the free shipping it will be for orders from 289 euros\*.** For the other cases, shipping costs will appear automatically when you place an order in your cart. For further information about shipping costs, read our [shipping policy](#).

**IMPORTANT NOTICE FOR SHIPPINGS TO UE AND COUNTRIES OUT OF EUROPE:** The receiver of a shipment among these destinations, must pay the duties and import taxes and / or local customs (not included in the price of the shipment), since according to current legislation, the receiver of the order becomes the importer of the goods. In the event that your package is returned to us because it is not managed or accepted by the receiver, we will only proceed to refund the amount of the product, in no case of the shipping or additional costs incurred by the receivers with their non-acceptance of the product.

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\*In case of requesting a partial return of an order that has been issued with free shipping and the products that are not returned do not reach the minimum required to benefit from free shipping (90 euros for mainland Spain and the Balearic Islands, 249 euros for the rest of Europe and 289 euros for the rest of the world) the amount of the initial shipment will be deducted at the time of paying the partial return of the order. •

# RETURN POLICY, CANCELATION AND RIGHT OF WITHDRAWAL

In the event you want to return your product, you must send us an e-mail using our contact form in the contact page selecting "Product return" in the subject and we will inform you how to proceed. You have **15 days** to return your product, counting from the day you received it. We will not accept returns out of that term. **In any event, you must return the product with the original packaging and all its documentation included (manufacturer's warranty, instruction manuals, chamois, etc.).** In the following sections, we specify the cases in which you will not have to pay the return shipment and costs of it in the other cases.

**ALL the returns**, with no exception, must be sent with our courier, who will pick up your product in the place you choose. We will not accept returns from other couriers or post. Our shop in Barcelona will not accept any return (unless you have chosen to pick up your product in our shop in Barcelona when you placed your order).

We will accept the change or proceed with the refund, only and exclusively, when we have received the return product and confirm that the product does not have any type of damage. Any refund will be made in the same way that the payment was made. You can cancel your order if it is still pending. Important: Once your order has been prepared for shipment or sent, we can not stop the shipment and you can not cancel it. If you do not want the product, you can choose not to accept it by rejecting it when our courier delivers it to you. If you do this, your package will be returned to us. Once we have received your rejected package, we will refund the amount of the product minus the amount of the return shipment as well as the shipping costs (if they had existed).

## ○ **FREE PRODUCT RETURN**

ONLY in this 2 cases we will not charge any product return cost:

1) You have received a **defective product**, and/or the product has suffered any **damage during shipping**.

2) You have received, by **our mistake**, a product which is not exactly the one you have ordered. Please, notice that in some cases, pictures may differ from the actual product due to differences in monitors.

In these 2 cases, you will not pay any return shipping cost.

If your case is among one of the two above, you must contact us through [diferoptics@diferoptics.com](mailto:diferoptics@diferoptics.com) or calling the phone number +34 93 451 37 04 (mon-sat 10 to 14 | 17 to 20 hours), and we will explain you how to proceed. **We will not accept any return without prior communication.**

If the reason for your return is not between the previous cases, please read the following sections:

- **PRODUCT RETURN FOR OTHER CASES**

For other cases that are not between the two specific cases of the previous section, the cost of collection by our courier service is **7 euros for the Peninsula and the Balearic Islands; 35 euros for the rest of Europe; and 55 euros for the rest of the world**. This collection service is the only way to carry out a correct return of a product purchased on our website. We will not accept returns of products that reach us through another way.

- **RIGHT OF WITHDRAWAL**

In case you are not satisfied with the order received, according to the General Law for the defense of Consumers and Users, you have a period of 14 calendar days to return, without any justification, all or part of it without any type of penalty. In this case, you only have to take charge of the cost of return of the product, in the terms expressed in the previous section.

## CLAIMS

No liability for damages (including those caused during transport) or failure to operate the products will be accepted or accepted unless the buyer notifies via e-mail to [diferoptics@diferoptics.com](mailto:diferoptics@diferoptics.com) and / or telephone +34934513704 before of 48 hours after the date of receipt of the products.

No claims will be accepted nor will there be liability for products that differ in quantity or specifications of the data to the buyer unless the buyer notifies via eMail to [diferoptics@diferoptics.com](mailto:diferoptics@diferoptics.com) or by phone +34934513704 before the 7 days following the date of receiving them.

In the case of manufacturers that offer support services and direct guarantee, the buyer accepts the obligation to address them in case of any claim.

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