

EXCHANGES & RETURNS FORM

EXCHANGES:

If you are not completely satisfied with your order you can change the items you bought. Before sending back your item, please send us an e-mail to: info@thevintees.com, so we can reserve the new item until we receive your parcel.

In this case, you will have to pay for the postage and packing, both for the return of the item you want to exchange and for the parcel with the new item.

RETURNS:

If you are not satisfied with your order, and you do not like any other products in our Store, you can send it back for a refund.

In this case you will have to pay for the postage and packing when you send back the item. As soon as we receive it, we will send you an Email and we will refund you the money you paid by a bank transfer. If you paid by PayPal, we will refund you the money into your PayPal account.

***All exchanges and returns must be done within 15 days since purchase.**

****For an exchange/return to be accepted, the unwanted product must be in the same condition it was delivered, and must retain its original packaging and labelling.**

Please complete this form and send it together with the item you would like to exchange or return to the following address:
 The Vintees, Paseo Alameda 42-A, piso 3, puerta 3, 46023, Valencia (España).

We will Email you when we process your exchange/return, as soon as we receive the parcel and process it.

ORDER N°	CUSTOMER NAME	ARTICLE	EXCHANGE/RETURN	NEW ARTICLE (IF EXCHANGE)

*** IF YOU CHOOSE REFUND, PLEASE COMPLETE YOUR BANK OR PAYPAL ACCOUNT INFORMATION:**

NAME:

IBAN:

SWIFT CODE:

PAYPAL: