

DELIVERY TIMES

Deliveries:

If for some reason we could not meet the deadline, we will inform you of this fact and give you the option to proceed with the purchase establishing a new delivery date or cancel the order with full refund of the price paid.

Orders made after 6 pm on Thursday will be sent on Friday and delivered the following Monday. If the purchase is made on Friday, delivery will be made on the first working day.

IMPORTANT: Items section Exclusive and RS-Barcelona brand, due to the volume and the fragility of the product, the supply of such goods is delayed in time. When making the purchase of such items, we will inform you by email of the estimated delivery.

Delivery Guarantee:

In the event that an order is returned to us because it was not possible to be delivered at the indicated address within the time frame the courier company provides, the order will be sent again only after payment for shipping expenses has been paid again.

If for exceptional reasons we are forced to refuse to process an order, we reserve the right to do so at our discretion.

Return policy:

If you are not satisfied with your merchandise, which we'll be sorry for, we will be happy to issue a replacement or a refund, assuming all items are returned within 15 days of receiving your order in its original packaging.

Returns Terms and Guidelines:

The refund will only apply to the returned goods but not the postage. All returned items must be unused, complete with labels and / or original packaging for you. We are not responsible for the shipping of the items.

All items must be in original condition for resale.

Please ensure that all returned items are carefully packed in order not to be damaged in shipping. Make sure all packages are sent back with an insured service with tracking number to track the package at any time.

We cannot take responsibility for items damaged or lost in transit back.

If you forward the article from outside of Spain, please clearly mark the 'returned goods' option on the package, to avoid customs fee. Bye Buy Barcelona is not responsible for charges of re-sending the package.

For any questions, please email: byebuy@byebuybarcelona.com

Return address:

BYEBUYBARCELONA.COM

C/ VALÈNCIA 207

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