

Returns policy and guarantees

Withdrawal

RETURNS AND GUARANTEES POLICY In the cases in which the User acquires products on or through the owner's Website, they are assisted by a series of rights, as listed and described below: **Right of Withdrawal** The User, insofar as consumer and user, makes a purchase on the Website and, therefore, has the right to withdraw from said purchase within a period of 14 calendar days without the need for justification.

This withdrawal period will expire 14 calendar days from the day that the User or a third party authorized by him, other than the carrier, acquired material possession of the goods acquired on the HISPANO EUROPEA DE EQUITACIÓN, SL Website or in the event that the goods that make up your order are delivered separately, 14 calendar days from the day that the User or a third party authorized by him, other than the carrier, acquired material possession of the last of those goods that made up the same purchase order.

To exercise this right of withdrawal, the User must notify his decision to HISPANO EUROPEA DE EQUITACIÓN, SL.

You can do so, with the following form,

<https://www.tiendahipicaelvalenciano.com/desistimiento.pdf> where appropriate, through the contact spaces provided on the Website <https://www.tiendahipicaelvalenciano.com/contacto/> or Send it to: info@tiendahipicaelvalenciano.com

The User, regardless of the means they choose to communicate their decision, must clearly and unequivocally express that it is their intention to withdraw from the purchase contract. In any case, the User may use the model withdrawal form that HISPANO EUROPEA DE EQUITACIÓN, SL makes available as part attached to these Conditions, however, its use is not mandatory.

To meet the withdrawal period, it is enough that the communication that unequivocally expresses the decision to withdraw is sent before the corresponding period expires.

In the event of withdrawal, HISPANO EUROPEA DE EQUITACIÓN, SL will reimburse the User for all payments received, including shipping costs (with the exception of the additional costs chosen by the User for a shipping method other than the less expensive mode offered in the Website) without any undue delay and, in any case, no later than 14 calendar days from the date on which HISPANO EUROPEA DE EQUITACIÓN, SL is informed of the User's decision to withdraw.

HISPANO EUROPEA DE EQUITACIÓN, SL will reimburse the User using the same payment method used by the User to carry out the initial purchase transaction. This refund will not generate any additional cost to the User. However, HISPANO EUROPEA DE EQUITACIÓN, SL could withhold said refund until the products or items of the purchase have been received, or until the User presents proof of their return, depending on which condition is met first.

The User can return or send the products to HISPANO EUROPEA DE EQUITACIÓN, SL at: C / RIBERA DE CURTIDORES 37, 28005, MADRID. And it must do so without any undue delay and, in any case, no later than 14 calendar days from the date on which HISPANO EUROPEA DE EQUITACIÓN, SL was informed of the withdrawal decision.

The User acknowledges knowing that he must bear the direct cost of return (transport, delivery) of the goods, if any were incurred. In addition, it will be responsible for the decrease in value of the products resulting from a manipulation other than that necessary to establish the nature, characteristics and operation of the goods.

In accordance with article 103 of Royal Legislative Decree 1/2007, of November 16, which approves the revised text of the General Law for the Defense of Consumers and Users and other complementary laws, the User is informed that there are exceptions to the right of withdrawal. By way of example, these exceptions according to the Website and the products offered on it, would be relative to: The supply of goods made according to the specifications of the consumer and user or clearly personalized (personalized products); Products that can deteriorate or expire quickly; The supply of sealed goods that are not suitable to be returned for reasons of health protection or hygiene and that have been unsealed after delivery; The supply of goods that after delivery and taking into account their nature have been mixed inseparably with other goods; The supply of sealed video recordings that have been unsealed by the consumer and user after delivery.

In this same sense, the provision of a service that the User could contract on this Website is governed, since this same Law establishes that the Right of withdrawal will not assist Users when the provision of the service has been fully executed, or when it has begun. , with the express consent of the consumer and user and with the acknowledgment on their part that they are aware that, once the contract has been fully executed by HISPANO EUROPEA DE EQUITACIÓN, SL, they will have lost their right of withdrawal.

The consumer and user will only be responsible for the decrease in value of the goods resulting from a manipulation of the same other than that necessary to establish their nature, their characteristics or their operation. In no case will he be responsible for the decrease in value of the goods if the entrepreneur has not informed him of his right of withdrawal in accordance with article 97.1.i)

Likewise, the products must be returned using or including all their original packaging, the instructions and other documents that accompany them, as well as a copy of the purchase invoice.

In the following link you can download the Model withdrawal form: <https://www.tiendahipicaelvalenciano.com/img/file/FORMULARIO-DESISTIMIENTO.pdf>

Return of defective products or error in shipping

These are all those cases in which the User considers that, at the time of delivery, the product does not comply with the provisions of the contract or purchase order, and that, for Therefore, you should contact HISPANO EUROPEA DE EQUITACIÓN, SL to let you know the existing disagreement (defect / error) by the same means or using the contact information provided in the previous section (Right of Withdrawal).

The User will then be informed about how to proceed with the return of the products, and these,

once returned, will be examined and the User will be informed, within a reasonable time, if the refund or, where appropriate, the replacement of the same. .

The refund or replacement of the product will be made as soon as possible within 30 days after delivery of the product and, in any case, within 14 days from the date on which we send you an email confirming that the refund or replacement of the non-conforming item.

The amount paid for those products that are returned due to a defect, when it actually exists, will be fully reimbursed, including delivery costs and costs that the User may have incurred to make the return. The refund will be made by the same means of payment that the User used to pay for the purchase.

In any case, the rights recognized in the legislation in force at all times for the User, as consumer and user, will always be respected. The User, as a consumer and user, enjoys guarantees on the products that can be purchased through this Website, in the legally established terms for each type of product, HISPANO EUROPEA DE EQUITACIÓN, SL responding, therefore, by the lack of conformity of the same that is manifested within a period of two years from the delivery of the product.

In this sense, it is understood that the products are in accordance with the contract provided that: they conform to the description made by HISPANO EUROPEA DE EQUITACIÓN, SL and possess the qualities presented in it; are suitable for the uses to which products of the same type are ordinarily destined; and present the usual quality and performance of a product of the same type and that are fundamentally expected from it.

When this is not the case with respect to the products delivered to the User, the User must proceed as indicated in the section Return of defective products or error in shipping. However, some of the products that are marketed on the Website, could present a different appearance than the model with which they were manufactured, and therefore will be considered a defect.

For this, the User must have kept all the information in relation to the guarantee of the products.