

LUIS CARVALHO

- SHIPMENTS, DELIVERIES, RETURNS AND EXCHANGES -

SHIPPING CHARGES

1. Shipping charges will be added to the User order on the checkout process.

There are 4 specific areas :

. **Free Shipping** — Portugal, Spain, France, Italy, Germany, Netherlands, Belgium, Iceland, Luxembourg, Monaco, United Kingdom, Austria and USA

. **Europe Routes — UPS 3/5 Week Days — 24,90€**

Romania, Sweden, Bulgaria, Czech Republic, Denmark, Greece, Hungary, Ireland, Latvia, Lithuania and Poland

. **Rest of Europe — 5/7 Week Days — 44,90€**

Macedonia, Russian Federation, San Marino, Serbia, Turkey, Ukraine, Switzerland, Albania, Andorra, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Kazakhstan, Cyprus, Croatia, Kosovo, Liechtenstein, Malta, Moldova, Montenegro and Norway

. **Rest of the World — 5/7 Week Days — 48,90€**

EXTRA DUTIES AND CHARGES

2. For all countries inside the European Union (EU), prices include Portuguese VAT at 23%.

Orders for countries outside the European Union (EU) may be subject to VAT, import duties and/or taxes that we cannot predict. Users do incur in any such additional charges they must be rendered in order for its package to clear customs.

Contact local customs office for more information.

SHIPMENT

3. We recommend buyers to make a previous inspection when receiving the order. The box must be perfectly sealed with plastic tape. If for any reason the box looks tampered with, either sign for the package with reservations or refuse the package.
4. Shipping costs will not be refunded for uncollected items.

INSURANCE

5. We insure each purchase during transit time until it is delivered to the User. All orders require signature upon delivery, at which point responsibility for the shipment passes to the User.

RETURN POLICY

6. If the User is not satisfied with an order, for any reason, the item can be returned within 14 days from the date of delivery, for exchange or full refund. All return shipping costs are to be paid by the User.
7. The user must send an email to studio@luiscarvalho.net within 14 days from the date of delivery and indicate the Order ID, Product Code and the Reason for return. Additional duties, taxes and/or additional charges will not be refunded.
8. In case of return, whole or part, we will refund the amount the User has paid, excluding shipping charges.
9. If the Exchange is based on size or color of the same product code, User will be charged shipping cost back to us and we will not charge the shipping of the new product.

REFUND

10. Refunds will be processed as soon as returned items have been checked and

accepted.

For orders paid by credit card, the refunded amount will be available to customers in approximately 10 days within their next billing statement. Processing time may vary depending on the credit card company.

For countries within the European Community (EG), VAT will be included in the refund.

11. We will not accept returned merchandise that does not follow our criteria.

DAMAGED PRODUCTS

12. Returns of faulty items will only be accepted if the goods were faulty when delivered to the User. We take effort to check all the goods for any faults before shipping them.

We reserve the right to request photographic support regarding defective or incorrect merchandise before authorizing a return for full reimbursement, within 5 days after delivery date.

13. All items returned as faulty will be inspected and any items deemed to subject to fair wear and tear will not be accepted as faulty.

14. Faulty items will be exchanged to the same type of product in the same size, subject to availability. If the user do not wishes to be sent a replacement, he shpuld make a clear request when contacting us.