

Exchanges and returns

The Buyer is entitled to return any article (apart from the exceptions noted below) bought at the Miró Mallorca Fundació shop within a period of 15 calendar days from the date of purchase or delivery via post, if applicable.

Products must be returned in their original packaging and with the corresponding receipt/invoice. They must also be clean, unblemished by use and in perfect condition for sale. Consequently, returns must be assessed and accepted by Miró Mallorca Fundació. The following products cannot be returned:

- Earrings
- Scarves and mufflers
- Broken items (the condition of articles is always checked before they are delivered or sold)

Should an item be faulty, the Miró Mallorca Fundació shop will replace it with an identical, non-defective item. A cash refund or replacement with a different article chosen by the Buyer is only possible in the event that no more identical items are available.

Conditions applicable to deliveries by post:

1. Any third party confiscation, destruction or deterioration in products acquired by the Buyer after they have been sent by Miró Mallorca Fundació due to causes not attributable to the Fundació will be subject to the insurance terms and conditions for the type of delivery chosen. Under no circumstances can Miró Mallorca Fundació be held liable for this situation.
2. In any case, delivery costs cannot be refunded. The Buyer must always pay such costs, as well as any possible customs duties, sales taxes or other costs resulting from the item being returned.
3. Before returning an item, the Buyer must send notice to the following email addresses: tenda@miromallorca.com / info@miromallorca.com.
4. Should the item be faulty or not be the article requested, the Miró Mallorca Fundació shop will pay the costs for the return and the second delivery, if applicable, provided it receives notice of this incident within 15 calendar days from the original delivery date.