

Full name:

E-mail:

CODE	SIZE	QUANTITY	REASON FOR RETURN

RETURN POLICY

FÁBRICAS DE CALZADO ANDREA S.A. DE C.V.

FÁBRICAS DE CALZADO ANDREA S.A. DE C.V. is a company that is committed to the total satisfaction of THE CLIENT. Therefore, it makes the following Return Policies available for the products that it sells through its online store.

RETURN POLICY.

- I. If the product will be returned due to size or taste, the customer has a period of 30 calendar days from the date the order is received to make the return.
- II. In the event of a manufacturing defect, the customer has a period of 30 calendar days from the date the order is received to make the return.
For both cases, the client should call the Call Center for more information.
- III. The product must be in its original packaging, including accessories, promotional items, original labels, and pairs.
- IV. For safety and hygiene reasons, the return of the following products is not accepted:
 - A. Cosmetics.
 - IU Belleza Integral products have a Satisfaction Guarantee that protects the customer from formula defects that cause allergies, skin irritation, and everything that affects their health. If you have a problem, please call 1 (877) 263 7320.
 - B. Fragrances
 - C. Watches.
 - The Watches have a Manufacturing Guarantee that protects the CUSTOMER in case of defects in workmanship and manufacturing materials, for which FÁBRICAS DE CALZADO ANDREA S.A. DE C.V. does not make returns of these products. In case of detecting any failure due to these causes, it is necessary to contact the manufacturer to validate the guarantee.
 - D. Accessories and Jewelry.
 - They will only be accepted if the accessory has a factory defect.
 - E. Underwear / Clothing.
 - For hygiene and safety, returns of lower parts of underwear are NOT accepted; except in bathing suits, in which you must bring the protector on the bridge. But, returns will be accepted in bras, girdles, and pajamas.
- V. All returns must be accompanied by the "Return Form", otherwise it cannot be done.
- VI. Outside of the rules established in these policies, we reserve the right to refuse a return and to make a refund.

EXCEPTIONS THAT DO NOT COVER RETURN OR WARRANTY.

- A. When the product has been used under conditions other than normal.
- B. When the product has not been operated in accordance with the accompanying instructions for use.
- C. When the product has been altered or repaired by unauthorized persons.

TO REGISTER A RETURN.

- I. THE CUSTOMER must ensure that the product complies with the return policies.
- II. THE CLIENT must register their return in any of the following ways:
 1. On our website.
Entering the Return Policies section, located at the bottom of the page, filling out the "return form" to be contacted by a customer service agent.
 2. By phone at the Andrea Call Center by dialing at 1 (877) 263 7320In both cases, it will be essential to provide the following information:
 - Name and surname
 - Email (Required)
 - TelephoneTHE CUSTOMER will receive by email within 1 business day the confirmation of receipt of their request with the folio number through which they can follow up on their return.

TO SEND A RETURN.

- I. If the product was shipped free of charge, the return will not have any cost to the customer either.
 - Once the return is registered, the guide will be sent by email that the client must download, print, and deliver to any branch store of the corresponding parcel.
 - The guide is valid for 6 days to be used.
- II. If the shipment was NOT free, the return must be paid by THE CUSTOMER in the parcel of your choice.
- III. All returns of any purchase made in the online store must be sent to the following address:

1669 Brandywine Ave, SUITE D
Chula Vista, CA 91911
To the Call Center Andrea Return.
- III. The customer must keep the return receipt including the tracking number with which he or she can track the status of his or her shipment on the website of the parcel.

RECEIPT AND REFUND.

- I. Once the product is received, we will proceed to make the corresponding review to determine if the return is appropriate in accordance with the policies described; The response will be sent to the customer via email with the same folio number as the return record.
- II. The refund of the product will be made in the same form of payment that the customer used for the purchase, through the payment platforms of our online store.
- III. If the return does not proceed, the Call Center will contact the customer to inform that the product will be returned.
- IV. The cost of the return guide for the improper claim must be covered by the client.

For more information go to www.andrea.com