

If you are not satisfied, you can return your purchases to Triana Science & Technology within a maximum period of 15 calendar days from the receipt of the order.

### **Goods can be returned for the following reasons:**

The product is faulty: The item will only be exchanged for one of the same type. Only the first shipment will be invoiced, the costs of carriage for the return and reshipment will be borne by Triana Science & Technology.

If you wish to exchange the item for a different one, the costs of return and reshipment will be borne by the customer.

A product that due to an error is not as ordered: Triana Science & Technology will bear the costs of collecting the incorrect product and redelivery of the ordered item.

The item retains its original seal: The return of unsealed items in the case of CDs and DVDs will not be accepted.

**IMPORTANT:** The return of items that have been specifically requested of Triana Science & Technology will not be accepted.

Refunds for returned goods will be made using the same method as the original payment, Triana Science & Technology will not refund the payment or reship any merchandise while the receipt and condition of the product that is returned for a refund or to be exchanged has not been verified in our stores.

The amount to be refunded will be that on the original order.

Triana Science & Technology will exchange items or accept returns provided that: our Customer Services Department has been previously advised. This can be done by sending an email to  [triana@trianatech.com](mailto: triana@trianatech.com) . Or by calling +34 958 - 750 583 and we will advise you on how to make the exchange.