

# Terms & Conditions

## Purchase Terms and Conditions

### Languages

Contracts and communications can be formalized in English or Spanish.

### Order process

[www.daigomallorca.es](http://www.daigomallorca.es)

Select the desired product(s) and add them to the cart.

Proceed to checkout and provide shipping and billing details.

Choose a payment method and confirm the order.

Receive an order confirmation by email.

### Accepted payment methods

Credit/debit card, PayPal, and bank transfer.

### Payment security

All payments are processed through secure gateways with SSL encryption to protect customer data.

### Order confirmation

Customers receive an email confirmation once the order has been successfully placed.

### Errors in prices or stock

In the event of an error in pricing or stock availability, we will contact the customer as soon as possible to offer alternatives or a full refund.

### Invoicing

An invoice is issued upon customer request and sent by email in electronic format.

### Applicable law and jurisdiction

These terms are governed by Spanish law. In the event of a dispute, both parties agree to submit to the jurisdiction of the courts of Palma de Mallorca, Spain.

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## Returns & Withdrawal Policy

We accept returns within 14 calendar days from the delivery date, in accordance with EU consumer regulations.

Returns are accepted for all standard products. Exceptions apply to custom-made or personalized items.

To request a return, clients must contact us by email at [info@daigomallorca.es](mailto:info@daigomallorca.es), stating the order number and reason for the return. We will then provide detailed instructions.

Return shipping costs are covered by the client, except in cases where the product is defective or damaged upon delivery. In such cases, Daigo will cover the costs.

Exchanges are accepted if the requested product is in stock, under the same conditions as returns.

If a product arrives defective or damaged, clients must notify us within 48 hours of delivery by email, including photographs. Daigo will arrange a replacement, repair, or refund.

Refunds are processed within 14 days after receiving and inspecting the returned product, using the same payment method as the original order, unless otherwise agreed.

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