

Specific terms and conditions of Biovapo shipping service

• Delivery Areas

National SP-SP

Deliveries are made from/to all of Spain (except Ceuta, Melilla, and the Canary Islands).

International SP-IT

Deliveries are made from Spain (except Ceuta, Melilla, and the Canary Islands) to Italy (except the areas of San Marino, Vatican, Campione d'Italia, Livigno).

International SP-EU

Deliveries are made from Spain (except Canary Islands, Ceuta, and Melilla) to all European countries (except Madeira and Azores).

We ship internationally to all European economic communities except for the above cases. We are not responsible for any extra costs that may be incurred by local delivery companies, which are out of our reach if they exist, as they are services provided by third parties

• Shipping Methods

The shipping option available is a standard shipping.

National SP-SP

Estimated delivery times are between 2 and 3 working days.

International SP-IT / SP-EU

Estimated delivery times are between 3 and 6 working days.

• Shipping Costs

The buyer must pay the shipping cost, which depends on the weight of the item and the type of shipment selected. The total amount for the service can be checked on the payment summary screen, always before sending the offer.

The shipping cost range can vary between 7 and 15 euro.

• Order Processing Time

Once we receive the offer we will send back a reception confirmation. Subsequently we will send you a confirmation about the availability of the products and then a notification about the order is pick-up by the transport firm. This process can take 2 to 3 working days depending on stock availability and order volume.

After the parcel transit we will finally send a delivery confirmation, right after the product is handed to the receiver.

• Shipping Carriers

For all contracted services, the shipping processes established by the carrier will be followed, as differentiated below:

National SP-SP

- **Correos**
- **Ups**

The buyer can specify in the delivery address field if the delivery destination is:

- Office delivery: the buyer receives the parcel at the chosen office.
- Home delivery: the carrier delivers the parcel to the home/address chosen by the buyer.

International SP-IT / SP-EU

- **Correos**
- **Ups**

The buyer can specify in the delivery address field if the delivery destination is:

- Office delivery: the buyer receives the parcel at the chosen office.
- Home delivery: the carrier delivers the parcel to the home/address chosen by the buyer.

- **Tracking**

Once the order is picked-up by the transport firm, the related tracking number will be send to the buyer.

- **Delivery Responsibility**

The delivery of orders depends on the availability and responsibility of the delivery company and its delivery schedule.

- **Delivery Delays**

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by events outside our reasonable control, as specified in depth in our **Terms and Conditions** section.

- **Delivery Confirmation**

The terms "delivery" or "delivered" shall be deemed to have occurred upon you, a third party nominated by you or a person at the given delivery address acquiring physical possession of the items. Once the delivery as been made, we will provide a tracking status update.

- **Returns and Refunds**

You may cancel your order for any reason up to 15 days from the date of the Delivery Confirmation, by notifying us of your decision to cancel using the following contact details: Boro33 S.L - Palavea bloque 13, v. 377, 15009 A Coruña (Spain), by telephone on +34 881 100 720, by sending an e-mail to info@bio-vapo.com or by writing in the contact form provided. You can find more details about our Returns Policy in our **Terms and Conditions** section.

- **Customs and Duties**

It's your responsibility to make sure that local laws have no restrictions or apply some extra-charges on our products before sending the offer to us.

- **Modifications**

We have the right to revise and amend these Terms from time to time. You will be subject to the policies and Terms in force at the time that you use this website or order items from us,

unless any change to those policies, Terms or Privacy Statement is required to be made by law or governmental authority, in which case, any potential changes will also apply to orders previously placed by you.

These conditions may be changed at any time by the company. We advise you to keep up to date with the conditions.

Updated on 15 September 2023