

Shipping Policy

At **EXTREM PURO EXTREMADURA**, we are committed to ensuring that your order arrives in perfect condition while preserving the quality and freshness of our products throughout the shipping process.

1. Shipping Destinations

We currently ship to:

- Mainland Spain
- Balearic Islands
- Selected European countries

Canary Islands, Ceuta and Melilla

If you wish to place an order for delivery to the **Canary Islands, Ceuta or Melilla**, please contact our **Customer Service Team** before placing your order.

We will assess the feasibility of the shipment and, where possible, provide you with a personalised quotation including shipping costs, any applicable handling fees and the estimated delivery time.

2. Delivery Times

Mainland Spain

All orders are shipped using our **Standard Delivery Service**, with an estimated delivery time of **2–3 business days** from order confirmation.

Deliveries are made Monday to Friday, excluding public holidays.

Balearic Islands

Orders to the Balearic Islands are shipped using our **Standard Delivery Service**. Delivery times may vary depending on the destination island and the carrier's logistics.

International Deliveries

We ship to selected European countries using **standard ground transportation**.

Delivery times vary depending on the destination country and the carrier's logistics.

Express shipping is not currently available for international orders.

3. Temperature-Controlled Deliveries

To ensure the highest quality and food safety standards, our shipping methods vary depending on the season.

- **From October through May (inclusive):** all orders are shipped using our **Standard Delivery Service**.
- **From June through September:** orders containing **cured sausages and sliced products**, destined for Mainland Spain and the Balearic Islands, are shipped via **SEUR Frío**, with delivery before **1:30 p.m.**, ensuring that the cold chain is maintained throughout transport.

4. Shipping Costs

Shipping costs are automatically calculated during checkout based on:

- Delivery destination
- Order weight
- Available shipping service

Mainland Spain

Service	Price
Standard Shipping	€10.00
Free Shipping	Orders over €199.00

For shipments to the Canary Islands, Ceuta or Melilla, a personalised quotation is required before the order can be processed.

5. Order Processing

Orders placed **after 1:00 p.m. (CET)** will begin processing on the next business day.

Orders are prepared from **Monday to Friday**, excluding public holidays.

6. Delivery Information

Delivery times are estimates only and may occasionally be affected by circumstances beyond our control, including:

- seasonal demand (Christmas, Black Friday or other promotional periods);
- courier delays;
- adverse weather conditions;
- force majeure;
- temporary product availability issues.

Where possible, we will keep customers informed of any significant delays.

7. Receiving Your Order

We recommend inspecting your parcel upon delivery.

If the package shows any visible signs of damage, please notify the courier at the time of delivery and contact our **Customer Service Team** within **24 hours** so that we can investigate and resolve the issue promptly.

8. Product Storage

Our products are carefully prepared and shipped using the most appropriate logistics solutions to preserve their quality.

Once your order has been delivered, please store each product according to the instructions provided on its packaging.

Returns & Right of Withdrawal

At **EXTREM PURO EXTREMADURA**, customer satisfaction is our priority.

If, for any reason, you are not completely satisfied with your purchase, you may request a return in accordance with the conditions set out below.

1. Return Period

You may request a return within **14 calendar days** of receiving your order, in accordance with applicable consumer protection legislation.

2. Return Conditions

To qualify for a return, products must:

- be returned in their original packaging;
- include all original labels and seals;
- include all accessories supplied;
- be returned in good condition.

For products that have already been opened, returns will only be accepted if at least **75% of the original product weight** remains and the original packaging and labels are retained.

Where a product is reported as defective or damaged, we may request photographs before authorising the return.

3. Non-Returnable Products

Returns cannot be accepted for:

- customised or personalised products;
- products manufactured to the customer's specifications;
- products that have exceeded their shelf life after delivery;
- products that are no longer in suitable condition due to misuse or improper handling by the customer.

Furthermore, pursuant to **Article 16(d) of Directive 2011/83/EU on Consumer Rights**, the right of withdrawal does not apply to goods liable to deteriorate or expire rapidly.

However, if a product is defective, damaged during transport or does not correspond to the order placed, **EXTREM PURO EXTREMADURA** will, where appropriate, replace the product or issue a full refund.

4. Return Shipping Costs

If the return is due to:

- an error in the order;
- a defective product;
- damage sustained during transport,

EXTREM PURO EXTREMADURA will bear all associated return shipping costs and, where applicable, the cost of sending a replacement product.

In all other cases, return shipping costs are the responsibility of the customer.

5. Refunds

Once the returned product has been received and inspected, and provided it meets the conditions outlined in this policy, we will issue a refund using the same payment method originally used for the purchase, unless otherwise agreed.

- Payments made by **credit or debit card** will be refunded to the same card used for the purchase.
- Payments made by **bank transfer** will be refunded to the bank account provided by the customer.

Refunds will be processed within a maximum of **14 calendar days** after receipt of the returned goods.

6. Right of Withdrawal

In accordance with **Directive 2011/83/EU on Consumer Rights** and any applicable national legislation, consumers have the right to withdraw from their purchase within **14 calendar days** of receiving the goods, without providing any reason.

To exercise this right, customers must notify our Customer Service Team by email at:

contacto@extremiberico.com

Once notification has been received, the products must be returned in accordance with the conditions set out in this policy.

7. How to Request a Return

To request a return, please provide:

- Order number
- Full name
- Reason for the return
- Photographs of the product (where applicable)

Our Customer Service Team will review your request and provide instructions on how to return the product.

8. Customer Service

If you have any questions regarding your order, shipping, returns or any other matter, our Customer Service Team will be pleased to assist you. **contacto@extremiberico.com**

Please contact us using the details provided on our website.