

Withdrawal form

Complete and return this form only if you wish to withdraw from a order:

Numismatica Barcala
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- I hereby give notice that I withdraw from my order with the following items:

- Ordered on (*) / received on (*):

- Customer name:

- Customer address:

Customer signature

Date

(*) Delete as appropriate

RETURN POLICY

From the moment you receive the order, you have a maximum period of 15 days to return the product as long as you notify us in advance by email to [reservas\(@\)numismaticabarcala.com](mailto:reservas(@)numismaticabarcala.com). The customer may return any item purchased at Numismática Barcala, provided it is in the same condition in which it was sent. Returns will not be accepted when coins, wallets, cartridges or other items have been tampered with, cleaned or damaged.

As soon as Numismática Barcala receives the product and verifies its good condition, we will return the amount corresponding to the cost of the product by credit/debit card or by bank transfer to the account indicated by the client.

The shipping costs that the customer paid when placing the order will not be refunded except if the return is due to a fault on our part, and the order consisted only of the item that wants to be returned. In the case of free shipping for orders exceeding €100, the shipping cost will be deducted from the return.

The customer will bear the return costs, except if the return is due to a fault on our part, in which case we will assume the return costs a priori; However, you must contact us first so we can confirm it.

If the customer wants to make an exchange for another product on the website, with the same or different characteristics, as an alternative to refunding the money, we will provide the customer with a voucher with the balance in their favor so that they can place a new order. The shipping costs of the new order will have to be assumed by the customer, except if the return is due to a fault on our part, in which case we will assume the costs a priori; However, you must contact us first so we can confirm it**.

*Products that have been personalized or made to measure for the customer are exempt from returns, and cannot be returned.

** In the event that the error was ours but the cost of the product to be exchanged is less than 5 euros, Numismática Barcala reserves the right not to send the new product and exclusively refund the corresponding amount.