ACCESORIONAUTICO.COM

Shipping and returns

Information to keep with your order

Ocean Bay Europa, S.L.U. · NIF B-98497167
Calle Serpis, 13 · 46021 Valencia · España
info@accesorionautico.com

Your order is ready

The status “Ready and Sent” means that preparation is complete. The parcel may still be awaiting collection by the carrier. The first tracking events confirm its actual departure.

Collection and transport

Collections take place on working days. Orders prepared after the daily collection, at weekends or on public holidays move to the next available collection. Times depend on the selected service and destination; check your order details.

Tracking and delivery

We provide a tracking number or link when available. Tracking may not activate until the carrier registers the parcel. Palletised or special shipments may use a different tracking system. Please quote your order number when contacting us.

Availability and special shipments

“In stock” identifies items available in our warehouse. The lead time shown for an out-of-stock item concerns procurement from the supplier and is additional to transit time. Bulky, heavy or special goods use suitable transport. The delivery information agreed when ordering remains applicable.

Invoice and customer service

Your invoice can be downloaded from your customer account when available. For delivery queries, damage, errors or returns, email info@accesorionautico.com and include your order number.

When the parcel arrives

Check the packaging and note visible damage on delivery where possible. Keep photographs of the parcel, label and item and notify us promptly. Reporting an issue after 48 hours does not by itself extinguish your statutory rights.

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Consumer withdrawal

Consumers generally have 14 calendar days from receipt to notify withdrawal, subject to statutory exceptions. For separately delivered purchases, the start date follows the applicable rules. An unequivocal email statement is sufficient; no particular form is compulsory.

Returns and costs

Send the goods back without undue delay and within 14 calendar days after notifying withdrawal. Ask us for the return address; exercising withdrawal does not require prior authorisation. You bear direct return costs only where informed before contracting. No restocking or handling penalty is added.

Refunds

For full withdrawal we refund the payments, including the cost of the least expensive ordinary delivery offered. Supplements for a more expensive delivery option chosen by the customer are not refunded. Refunds are made without undue delay and within 14 calendar days of notification; we may withhold them until we receive the goods or evidence of return, whichever occurs first. We use the original payment method unless expressly agreed otherwise at no cost to the consumer.

Product condition and exceptions

You may examine the goods as necessary to establish their nature, characteristics and functioning. Excessive handling may cause a documented loss in value, rather than automatic exclusion of a return. Statutory exceptions include clearly personalised or made-to-specification goods, rapidly perishable goods and certain unsealed hygiene goods. Procuring a standard item from a supplier does not itself remove withdrawal rights.

Defects, errors and scope

Contact us if an item is defective or differs from the order so we can arrange the appropriate statutory remedy without cost to you. Statutory conformity and guarantee rights remain unaffected. This information does not replace or retrospectively amend the terms accepted at checkout, or restrict applicable mandatory law. Business purchases follow their specific terms and rules.

Optional withdrawal notice

To info@accesorionautico.com: I notify withdrawal from this purchase. Order: _____. Item(s): _____. Date received: _____. Buyer name and address: _____. Date: _____. Signature only for paper notices: _____.

Normativa de referencia: RDL 1/2007, arts. 102-108. BOE-A-2007-20555.