

RETURN POLICY

CHANGE AND / OR RETURN POLICY

If for any reason the Customer is not satisfied with the product purchased at www.mybrewery.beer, he has 14 (fourteen) calendar days from the date of receipt of the order to return it.

Cervezanía SL will proceed to reimburse the full amount of the price of the product using the same means of payment used by the Client for the initial transaction. The refund will be made within 14 calendar days following receipt of the goods in the warehouses of Cervezanía SL. Shipping and return costs will not be reimbursed, if applicable. Only shipping costs will be refunded in the event that Cervezanía SL has delivered a different product by mistake, or with a defect. Likewise, the product must be in perfect condition, so it will be reviewed at the Cervezanía facilities; Unless the product is returned due to a fault in the factory.

HOW TO MAKE A RETURN

Contact at info@mybrewery.beer / marketing2@cervezania.com

Tell us the reason for your return, maybe we can find a solution before returning the package.

To make the return, you will need a return label. We will send you the label by email, and you must follow the following steps:

1. Packaging

The packaging must be made of strong shock-resistant material that can withstand normal transport handling, loading and machine sorting, preferably use the original packaging that the parcel arrived in. The packaging must not show any damage and must - if necessary - be reinforced with adhesive tape or tape

2. Label

Remove all old labels from the packaging and / or cover all old barcodes so they are not visible. Attach the address label so that it is clearly visible and does not fold over an edge or obscured in anyway

3. How to return

If the return package is no heavier than 20kg and smaller than 120 x 90 x 60 cm, take it to the nearest DHL ServicePoint. You can find a DHL ServicePoint in your area at <https://parcelshopfinder.dhlparcel.com/>

4. Receipt

Once you have dropped your parcel into one of the DHL ServicePoint's you will automatically receive a receipt by email sent to the email address provided for the original delivery. The email will contain the parcel information for tracking