



## TERMS AND CONDITIONS

### COSTS

All items available at Miss Can site include VAT at the current rate, established by the Portuguese law. Shipping charges will be added, to the price, depending of the delivery destination. If you live outside the European Union, please note that customs in your country may charge you with additional fees (that vary from one country to another). If you want to be on the safe side, please check your country custom fees before placing an order.

### ORDERS

To place orders please send us an email specifying your request.

### PAYMENT METHODS

The payment should be made by bank transfer. Miss Can requires a proof of the payment, such as a scan of the payslip over a cash machine or forwarding the e-mail (functionality that most e-banking systems provide). The order will be shipped upon receiving the confirmation.

### SHIPPING SERVICES

All orders are shipped via national Post Office of Portugal (CTT). The service provides a tracking reference that allows the customer to go on their website and locate each order, from shipment to delivery.

### SHIPPING COSTS

Shipping costs are calculated according to the weight of the items selected. Each pack weighs 400 g with the exception of Miss Can Deluxe that weighs approximately 130 g.

### DELIVERY TIME

Miss Can provides the products, whenever the stock allows, until 48 hours after reception of the proof of payment of the order. Within Portugal the delivery takes at least three to five days. Abroad, delivery times can vary from one week (for Europe) to two (for the rest of the world).

### RETURNS POLICY

Miss Can will refund its customers (for both the value of the product and the shipping costs applicable) in case the products ordered prove to be faulty from the original supplier. It is required, however, that the items are returned in their original packaging and in perfect condition within 30 days of the initial purchase date. This is the applicable deadline for returns and exchanges. Customers will also be fully reimbursed in case of stock unavailability.

### PRIVACY POLICY

The personal data supplied by the customers is kept safe within Miss Can records and will not be unlawfully used, passed on to third parties or used for any other than order processing purposes. The customers may exercise their right to access, modify, update and delete their data at any moment, according to the Data Protection Act.