

PURCHASING

Here we answer the most frequently asked questions by our customers so far. If you do not find the answer to your question, do not hesitate to contact us through our [contact form](#).

How do I make an online purchase?

You will see that the process is very simple and if you need assistance you only have to ask for it.

1. Choose the products you like the most and add them by clicking on "add to my cart," making sure the selected size and color are correct.
2. You will always be able to see the number of products in your cart and their total price (excluding shipping costs, which will be added during checkout) by clicking on the "cart" icon located at the top right corner of the website, or in the navigation bar at the bottom in our app.
3. When you're done, review the products you've selected, check your order total, and complete your purchase by clicking on "checkout."
4. When proceeding with your purchase, fill in the required information (necessary to process your order). In the shipping and payment sections, you'll find the available options for your country.
5. Once the process is completed successfully, you will receive an email confirming your purchase along with your order reference number.

Do I need to register to buy online?

To make a purchase on the Brownie website, we only need your basic contact details (name, email, phone number, and delivery address).

However, we recommend creating an account so you can better track your order through the "My Account" section and stay up to date with our latest news.

To shop on the app, registration is required.

How can I make sure that I have made my purchase correctly?

Once you've completed your purchase, a confirmation email will be sent to you immediately.

If you do not receive it, we recommend contacting us so we can confirm that your order was successfully placed and resend the confirmation.

As soon as your order is handed over to the carrier, we will notify you via email.

The delivery company responsible for your order may also contact you via email, phone call, or even a WhatsApp message to inform you of the estimated delivery date.

Can I know the status of my order?

Yes, you can do it in different ways: from the confirmation email by clicking on "track your order" or by accessing the following link: [Status of your order](#). If you are registered, you can also view the status of all your orders from the "my account" section under "orders".

Can I buy by phone?

Currently we do not have this service, but we hope to be able to offer it in the future. Please use our [online store](#), we will try to offer you the best service and attention possible.

Can I cancel my order if I don't want to receive it?

You can cancel your order within 1 hour of purchase confirmation.

If your order is already being prepared in our warehouse, it will no longer be possible to cancel it.

The cancel order feature may be temporarily disabled during certain periods. If you want to cancel your order, you should contact our [customer service](#) and we will confirm if it is possible to cancel it or not.

In case it is not possible, you will have to receive it and then make the corresponding refund.

Product availability

All orders are subject to product availability. Occasionally there may be difficulties in the supply of products or if there are no items in stock. If this is the case and we are unable to provide you with the product, we will send you an email informing you of the incident and we will refund the full amount of the product not shipped.

PAYMENTS

How can I pay for my purchase?

We offer you several payment methods to choose from, according to your resources and preferences.

In addition, we want to inform you that the amount of your order will be charged and deducted from your card at the moment you confirm the purchase.

Remember that until you make the payment of the purchase, your order is not confirmed and, therefore, the chosen products are not reserved.

1. **Credit or debit card:** you can choose to add your usual card and save your data for future purchases.
2. **Paypal:** this payment method aims to provide maximum security to the purchase process, as it guarantees direct communication between the customer and the bank when making the payment. This way no one can have access to your card details.

3. **Scalapay:** Enjoy it now, pay later. Pay in 3 installments without commissions or interest.
4. **Apple Pay / Google Pay:** available on the mobile version of our website and in the app.

PRODUCT

How can I get an out of stock item?

Due to stock limitations, we can't always offer all sizes and products for sale. If the size you want is out of stock, you can request to be notified by accessing the product page, selecting your desired size, and clicking on "I WANT IT!". We will ask for your email so we can inform you.

If that option does not appear, it means the product will not be restocked.

We also recommend our customers subscribe to our newsletter and follow us on social media to stay up to date with all our latest news.

Are the pictures of the products real?

We work so that the images and colors of our products are as real as possible, however, there are many factors beyond our control that may vary their appearance, such as the color calibration of your monitor. If you have any questions about any of our products, please contact us.

What sizes are shown on the Web?

All sizes shown are continental European sizes. If you have any doubts, you can check the option "What is my size?" in the product sheet, it will ask you for some basic information in order to find your ideal size as much as possible. You can also see our [size guide](#).

SHIPPING

Shipping methods

Store Pickup – Only available in SPAIN, PORTUGAL, and FRANCE*: Free of charge.

When placing your order, if you select store pickup as the delivery method, a list and a map will appear showing the stores available for you to collect your online order.

**During promotional periods, this method may be temporarily disabled.*

Home Delivery

Shipping costs vary depending on the delivery location. They are automatically

calculated based on the volume and weight of your order. You can view the shipping costs after selecting your products by clicking on the shopping cart and choosing the shipping zone.

For countries outside the European Union, taxes and customs duties are not included in the price of the products or the order. The carrier may charge customs fees at the time of delivery, in accordance with current regulations, and these will be the customer's responsibility.

Pickup Point Delivery – Only available in Spain, Portugal, France, Belgium, the Netherlands, and Italy.

You will receive a PIN by email and SMS from the carrier, which you will need to show when collecting your order. Your order will be held for 8 days.

Delivery cost:

	DROP POINT
Spain (Peninsula)	3 €
Spain Baleares	5 €
Portugal (Peninsula)	3 €
France	5 €
Belgium	5 €
Italy	5 €
Holland	5 €

How are shipments made?

Deliveries will be made from Spain through the following shipping companies:

- MRW: Deliveries within Spain and Portugal
- UPS: Deliveries outside Spain and Portugal

Once your order is in the hands of the carrier, we will notify you via email. From

there, you'll be able to track your package.

For security reasons, we do not guarantee delivery to P.O. boxes, hotels, apart-hotels, residences, tourist apartments, transport agencies, logistics platforms, or similar addresses.

It is important that you provide us with a contact phone number so the shipping company can reach you in case there are any issues during delivery.

Please note that it is the customer's responsibility to enter all information correctly. If this is not the case, Brownie will not be held responsible for any delivery delays that may occur.

Which countries do you ship to?

You can find the list and access the purchase page of each of the countries where we can ship your order in the following link: [Choose your country](#)

What is the delivery time?

The usual delivery times are 2 to 4 working days for all destinations.

During sales or promotional periods and special campaigns, deliveries may be extended or delayed and in-store deliveries may not be available. Possible delays in delivery may be due to various reasons, unforeseen circumstances, force majeure and if the delivery area is in rural or remote areas.

To calculate the delivery time of our shipments you must take into account that orders placed after 14:00h will start to be prepared the next day. Orders placed on Friday after 14:00h, Saturday or Sunday will be prepared and shipped on Monday.

Saturdays, Sundays and public holidays are excluded from delivery times. National, regional and local holidays are respected, as well as those of the market where our warehouse/logistic center is located.

RETURNS AND EXCHANGES

Is it possible to return my order online?

Of course, you have 30 days* from the date of delivery of your order to change your mind. You can return all or part of your order. To proceed with the exchange or return, the product must be unused and in perfect condition.

JEWELRY, ACCESSORIES, CANDLE and PERFUME must be returned in their original and intact packaging.

For hygienic reasons we do not accept returns or exchanges of the panties.

BIKINIS and SWIMMERS can only be exchanged or returned if they keep the hygienic adhesive.

How can I make a return through my home address?

To request your return you can do it through your customer profile, from the history of your orders or from the returns section. In case you made the purchase as a guest, you can do it through the following link:
<https://www.browniespain.com/en/returns>

In case there is any error you can contact our [customer service](#).

Please note that all items you wish to return must be registered in the return request. If you send an item that was not requested, Brownie will not be responsible for the loss or misplacement of the garment.

It is also essential to correctly indicate the number of boxes you will use to send the products.

You must submit a return request for each order you wish to return, and you cannot mix items from different orders in the same package.

If the return conditions mentioned are not met, Brownie will not be responsible for the loss or misplacement of any additional boxes and/or products.

Once your return request is approved, you will receive an email with the steps to follow:

Within 24-72 business hours, a courier will come to collect the items to be returned. Please note that pickups cannot be scheduled for a preferred date or time.

It is essential to include the invoice of your order inside the package. You cannot return more than one order in the same request and box.

Within up to 15 business days after the pickup, you will receive the refund via the same payment method used during the purchase.

Home returns are not free of charge. It is the customer who assumes the cost of the return (transport costs are deducted from the amount of the return).

EUROPEAN UNION		EUROPE (Non-EU countries)	
COUNTRY	COST	COUNTRY	COST
Germany	7,00 €	Switzerland	29,00 €
Austria	9,68 €	United Kingdom	11,89 €
Belgium	7,00 €	Norway	29,00 €
Croatia	14,68 €	Serbia	25,00 €
Denmark	9,68 €		
Slovakia	14,68 €		
Slovenia	9,68 €		
Spain	Free 2nd: 3,95 €		
Spain - Balearic Islands	7,95 €		
Spain - Ceuta	11,00 €		
Spain - Melilla	11,00 €		
Estonia	14,68 €		
		International	

France	7,00 €
Greece	9,68 €
Hungary	9,68 €
Ireland	9,68 €
Italy	7,00 €
Luxembourg	16,00 €
Netherlands	7,00 €
Poland	9,68 €
Portugal	Free <i>2nd: 3,95 €</i>
Portugal (Islands)	65,00 €
Czech Republic	9,68 €
Romania	14,68 €
Sweden	9,68 €
Lithuania	20,00 €
Bulgaria	20,00 €
Finland	26,00 €

COUNTRY	COST
United States	25,00 €
Canada	25,00 €
Mexico	25,00 €
Chile	25,00 €
Peru	25,00 €
Colombia	25,00 €
Panama	25,00 €
Ecuador	25,00 €
Argentina	25,00 €

The customer will also be responsible for the shipping costs, if any.

How can I return a defective product if the exchange or return period has expired?

In cases where you consider that the product has a defect or manufacturing defect, you should contact our customer service indicating the damage suffered by the product and our quality team will review the defect and we will tell you how to proceed.

We inform you that all the product sent is carefully checked to avoid these situations.

General Information

Is it possible to receive periodical information in my e-mail with the latest Brownie news?

Yes, subscribe to our newsletter and find out the latest news before anyone else. By subscribing, you give us your e-mail address and you will receive all our news.

Can I unsubscribe from the Newsletter?

If you wish to unsubscribe from our newsletter you can do so by clicking on "unsubscribe" at the bottom of the email.