

FAQ (FREQUENTLY ASKED QUESTIONS)

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Products

1. What do the prices include?

All prices shown on the website include VAT and other local taxes, (but do not include shipping costs and must be accepted by the customer).

2. I want an item which is not available, what can I do?

Normally, items that are no longer in stock in the online store do not reappear for sale.

Registry

3. What advantages do I have if I register?

Once registered, you will not have to re-fill your shipping information every time you want to make a purchase. In addition, you will be informed about all our exclusive promotions, discounts and much more.

4. How do I register?

Look at the upper right corner for the 'Register' link and click. It is very quick and easy.

5. I forgot my password, what can I do?

If you have forgotten your password, click on Login and click on "I forgot my password". You will only have to write your e-mail and we will automatically send you an email from which you can create a new password.

6. Once registered, how can I modify my data?

Access to 'My account', in the personal data section you will find the 'Edit' button.

Orders

7. What do I do if I have a problem with my order?

If you do not find an answer to your problem in the Frequently Asked Questions, please contact our Customer Service at the email admin@polohills.com.

Returns & Exchanges

8. Can I return or change my order?

Yes, you can return or change your clothes as long as they have not been used and they are in their original packaging, with the labels in perfect condition. Follow the instructions in the section 'How do I return or exchange a product that I bought at polohills.com?'

9. How do I return or exchange a product I purchased at polohills.com?

There are different procedures for making changes, returns and withdrawals:

a. Change: Replacement is considered change for the same product in another color and size.

b. Return: originated due to a defect, defect or reception of a wrong product.

c. Withdrawal: originated by the client's decision.

- All products that are to be exchanged or returned must be properly packaged.
- In case of withdrawal, you will only be responsible for the decrease in the value of the goods resulting from handling other than necessary to establish the nature, characteristics and operation of the goods.

📦 ORDERS DELIVERED IN SPAIN (PENINSULA AND BALEARIC ISLANDS)

▶ CHANGES made in online store

- Conditions: the change process must be done within 30 calendar days after the order is received.

- Cost: the changes have no cost to the client.

- Process:

- Get in touch with our Customer Service Department, by e-mail admin@polohills.com and we will pick up the product / s to the delivery address you indicate. You must include, completed, the document attached to the shipment (Change, return and withdrawal form).

▶ RETURNS (due to defect or receipt of a wrong product) made in online store

- Conditions: the return process must be done within the term established in point 8 of these General Conditions.

- Cost: The customer can return an item at no cost. Polo Hills will reimburse the corresponding amount (including the shipping costs of the initial delivery) without undue delay and, in any case, before 14 calendar days have elapsed from the date on which it was informed of the return. The refund will be made by the same means of payment with which it was paid. However, we can withhold reimbursement until you have received the goods, or until you have submitted a proof of the return of the goods, depending on which condition is met first.

- Process:

- Send the products to: Polo Hills (Returns), Pol. Ind. El Manzanil I, nave 7 – 18300 – Loja - Granada, Spain, by the means of transport you choose and taking charge of the customs expenses. You must include, completed, the document attached to the shipment (Change, return and withdrawal form).

▶ RIGHT OF WITHDRAWAL performed in online store

- Conditions: you have the right to withdraw from the contract without justification, within a period of 14 calendar days from the receipt of the product.

- Cost: Client does not bear any costs. Polo Hills will reimburse the corresponding amount (including the shipping costs of the initial delivery) without undue delay and, in any case, before 14 calendar days have elapsed from the date on which the decision of withdrawal was

informed. The refund will be made by the same means of payment with which it was paid. However, we can withhold reimbursement until you have received the goods, or until you have submitted a proof of the return of the goods, depending on which condition is met first.

- Process:

- Get in touch with our Customer Service by email admin@polohills.com and we will pick up the product / s to the delivery address you indicate. You must include, completed, the document attached to the shipment (Change, return and withdrawal form).

☒ ORDERS DELIVERED IN THE CANARY ISLANDS, CEUTA AND MELILLA.

► CHANGES made in online store

- Conditions: the change process must be done within 30 calendar days after the order is received.

- Cost: Client does not bear any cost of the changes.

- Process:

- Send the products to: Polo Hills (Changes), Pol. Ind. El Manzanil I, nave 7 – 18300 – Loja - Granada, Spain, by the means of transport you choose and taking charge of the customs expenses. You must include, completed, the document attached to the shipment (Change, return and withdrawal form).

► RETURNS (for tare, defect or receipt of a wrong product) made in online store

- Conditions: the return process must be done within the term established in point 8 of these General Conditions.

- Cost: Customer does not bear any cost of returns. Polo Hills will reimburse the corresponding amount (including the shipping costs of the initial delivery) without undue delay and, in any case, before 14 calendar days have elapsed from the date on which it was informed of the return. The refund will be made by the same means of payment with which it was paid. However, we can withhold reimbursement until you have received the goods, or until you have submitted a proof of the return of the goods, depending on which condition is met first.

- Process:

- Send the products to: Polo Hills (Returns), Pol. Ind. El Manzanil I, nave 7 – 18300 – Loja - Granada, Spain, by the means of transport you choose and taking charge of the customs expenses. You must include, completed, the document attached to the shipment (Change, return and withdrawal form).

► THE RIGHT OF WITHDRAWAL performed in online store

- Conditions: you have the right to withdraw from the contract without justification, within a period of 14 calendar days from the receipt of the product.

- Cost: Client does not bear any cost. Polo Hills will reimburse the corresponding amount (including the shipping costs of the initial delivery) without undue delay and, in any case,

before 14 calendar days have elapsed from the date on which the decision of withdrawal was informed. The refund will be made by the same means of payment with which it was paid. However, we can withhold reimbursement until you have received the goods, or until you have submitted a proof of the return of the goods, depending on which condition is met first.

- Process:

- Send the products to: Polo Hills (Desistance), Pol. Ind. El Manzanil I, nave 7 – 18300 – Loja - Granada, Spain, by the means of transport you choose and taking charge of customs expenses. You must include, completed, the document attached to the shipment (Change, return and withdrawal form), which you must request at the email admin@polohills.com.

10. My order is a gift; Can the receiver return or exchange it if they don't like it?

Yes, the gift ticket included in the gift orders allows changes in size and / or color. For any other type of exchange or refund, it will be necessary for the buyer to provide the original purchase ticket for changes and / or returns in store. This ticket can be downloaded in the "My account" section. See the section 'How do I return a product that I bought at polohills.com?' of these FAQs for more information about changes and returns.

Payments

11. How can I pay for my purchase?

To pay for your purchase, you can use your credit card (VISA, MasterCard, American Express) or debit card (4B or 4B Maestro).

12. When is the payment made?

Payment will be made at the time the order is processed and will be an essential condition for the formalization of the order. The amount of this payment will be obtained by adding the price of each of the items and the corresponding shipping costs, discounting finally the amount corresponding to the promotions that can be enjoyed in each case.

The confirmation of purchase corresponding to the order is sent by email and can be found in the section 'My account> My orders' if you have made the purchase as a registered user.

13. My payment has failed, what can I do?

Contact our customer service at the email admin@polohills.com and we will find out what happened quickly.

14. What happens if I discover a fraudulent use of my card?

You must contact us as soon as possible via our email service [admin @ polohills](mailto:admin@polohills.com).

Shipping

15. Could I not receive a purchased item?

Polo Hills informs the customer that the units of items offered for sale are the ones estimated in stock at each moment, without intentionally placing more merchandise than is actually physically stocked.

Polo Hills will do everything possible to serve all items ordered by the customer, but it is possible that in certain cases and due to causes difficult to control by Polo Hills, such as human mistakes or incidents in the computer systems, it is not possible to serve any of the items ordered by the customer.

In case a product is not available after the order has been placed, the member will receive a notification through an email or through a telephone call. You will then be offered the possibility of canceling this order totally or partially.

16. What is the estimated delivery time?

For home delivery, the delivery is made between 3 and 5 working days from the moment you make the purchase (6 and 8 working days Europe).

17. Where will I receive my order?

In the delivery address that you indicate, provided it is Spain, except for postal sections.

Remember that, if you want, you can indicate a delivery address other than the billing address. This is very useful in cases where you want to make a gift, if you spend more time at work than at home or if you are going to stay out of your usual residence for a while.

18. How much are the shipping costs of a purchase?

The shipping costs depend on the total amount of your purchase and the place where the delivery is made. In some cases, you will not have to pay anything!

HOME DELIVERY	SHIPPING COSTS
Spain Peninsula	FREE!
Canary Islands, Ceuta and Melilla **	€ 11.95
Portugal	€ 3.95
Germany	€ 9.95
Austria	€ 9.95
Belgium	€ 9.95
Bulgaria	€ 9.95
Denmark	€ 9.95
Slovenia	€ 9.95
Finland	€ 9.95
France	€ 9.95
Netherlands	€ 9.95
Hungary	€ 9.95
Italy	€ 9.95
Ireland	€ 9.95

Luxembourg	€ 9.95
Poland	€ 9.95
United Kingdom	€ 9.95
Sweedden	€ 9.95

** In shipments to the Canary Islands, Ceuta and Melilla, the customer must pay the corresponding customs charges, which will vary depending on the weight of the shipment. In case the client does not withdraw the order once it is in the customs, he will bear the expenses generated by the return of the order to the Deniertex warehouse. These expenses will be deducted from the amount of the return of your purchase.

19. My order does not arrive. What I do?

If you have purchased as a registered user, click on "My account" to check the status of your order. Here you will find the section "My orders", where you can see the status of each of them. If you have any further questions, please contact our Customer Service at the email admin@polohills.com.

20. What happens if I am not at home when my order arrives?

If for some reason you have not been able to inform them about your absence at home when they come with your order, SEUR will leave a note indicating that they were trying to deliver the order, but there was nobody at home. In addition, SEUR will try to contact you to arrange another appointment.

Others

21. I have a discount code when can I apply it?

Discount codes must be applied when checking out in the shopping bag. When you use the discount, it will be applied directly to your purchase. You have to bear in mind that some discount codes are not cumulative and may cancel some discounts you had before applying the code.

22. I still have some doubts; can I contact you?

For any other questions you may have, please contact our Customer Service at the email admin@polohills.com.