

Legal Conditions

Terms and Conditions

Prices

All the prices indicated in each product have the taxes included.

Delivery

The order is sent properly packed.

Questions

If you have any question, you could send an-email to shop@bertlho.com

Terms of Access and Use

It is free the access to the website information. The terms of access to the portal are linked to the current legislation, and more important, the principles of good faith and lawful use by the user, expressly and strictly forbidding any type of action that could be detrimental to the portal or third parties.

Use Content and Engagement

The user agrees to make a lawful, diligent, honest and correct use of the information or content of this website or other information that it could be obtained through it with respect at all times to current legislation. The user must refrain from obtaining such as any message, file, photographs, drawings, software or any kind of informatic or graphic file, so on.

The user also acquires the commitment not to cause either maliciously or intentionally damages that may undermine, alter the portal itself. The commitment acquired must be governed by the use of the content in accordance with provisions of the law, not to copy, reproduce, distribute, assign, transform or modify the contents without prior written consent of the portal company itself.

Safe shopping

Bertlho guarantees its customers the total security in the payment process, by accessing a secure page (HTTPS: //) of the financial entity, which guarantees the privacy of the information and the card data are encrypted. This transmission constitutes the highest security level that exists in the market. The orders made by bank transfers will have a period of 5 days to make the payment, after this period the orders will be cancelled automatically.

General Conditions

To regulate the conditions of use of this website, we detail the following information for your safety.

shop@bertlho.com offers its portal for use by customers or potential customers. Whoever uses it means that he accepts, and knows without reservation, every one of the general conditions described here.

The owners of the website have full powers to unilaterally modify every one of these general conditions, without prior notice, and is able to modify or eliminate any information, service or content on the Portal, also without prior notice. The modification of any of these general conditions for a particular case will only be valid when it has been collected in writing and signed by the legal representatives of each party.

Privacy Policy

Bertlho is fully aware of the use and treatment that must be given to personal data and by virtue of the existing legal regulations in this regard. It fully complies with every one of the requirements set forth in Organic Law 15/1999, of December 13, on the Protection of Personal Data, guarantees not only legal but fair use of personal data as well as an adequate system to exercise rights of access, rectification, cancellation, and opposition in the Spanish Organic Law. The contracting by the Users of the services provided on this portal will imply the express consent of the latter, for the use, treatment, and transfer of data to all entities that directly and indirectly have professional relationships for the provision of this service.

Users authorize Bertlho to process their personal data, informing them that they can exercise their rights of access, rectification, cancellation, and opposition at the address shop@bertlho.com

The property acquires the commitment to adopt the security measures imposed by the Data Protection Law at the corresponding level as well as to adopt the necessary measures to prevent its alteration, loss or unauthorized access, taking into account the state of technology at all times.

Bertlho informs users that the data that they provide us through our services will be entered into an automated file owned by this company, with address at the address indicated at the top.

The user's consent to receive, by email or equivalent electronic means, the aforementioned information may be revoked by notification addressed to the following address: shop@bertlho.com

The user may access their personal data, rectify, cancel, or oppose their treatment by sending this notification by mail to shop@bertlho.com

The user will be responsible, in any case, for the veracity of the data provided, Bertlho reserving the right to exclude from the registered Services any user who has provided false data, without prejudice to other actions that may proceed in Spanish Law.

Legislation

These General Conditions are subject to Spanish legislation, which will be applicable in relation to their validity, interpretation, execution, and compliance. The user declares to have read, know, and accept these General Conditions in their entirety.

Returns Policy

At Bertlho we want our customers to be satisfied with our orders and products shipped.

In case you are not completely happy with your purchase, you can return it back and choose, in exchange, another product and if not, we will refund the money, although we also encourage you to visit us at the Platja D'aro store and you will see that we will convince you with another beautiful garment.

The period for withdrawal of the order is 14 calendar days from the day the purchase is received in accordance with the provisions of the Spanish Law on Retail Trade - *Ley General para la Defensa de los Consumidores y Usuarios (and their laws added)*. In those 14 calendar days the product must arrive at Bertlho. **This condition does not apply to orders sent outside the Spanish peninsula.**

As you will understand, we cannot accept returns of products after that period, but it is always good that there is good communication with us.

As the buyer of the garment/es, you will be responsible for returning them to us in their original packaging and in the same conditions that they were received by the means you deem appropriate, including the product labels. As a rule, the garments cannot be worn, washed, damaged, stained, or with body use or perfume. If the Bertlho girls see that the product has been used, the return will be cancelled. **It is very important that you know that the way to claim the return of your product is by paying the possible shipping costs of this.**

As we asked you before, the return costs will be borne by the customer by the courier or means that he chooses.

Returns are NOT allowed in:

-Items that have been purchased to order and / or have been personalized regulated by the RDL 1/2007.

-Items in our OUTLET section (last season) where their prices are lower than 50€

-Items in “*Complementos*” section

If a return of an order over € 50 is made and the shipping costs have been paid by Bertlho, at the time of the return, Bertlho will be obliged to deduct € 6 from the total amount of the shipment if it is within the Spanish peninsula, and if it is outside, € 15 will be deducted from the shipment

In case of tare, it is necessary to notify possible errors or defects within 48 hours of receiving the order by calling (+34) 972298130 / (+34) 664463100 or to the following email shop@bertlho.com

Returns shipping address:

Bertlho,

Carrer Pineda del Mar 6-8,

Platja D'aro (Gerona), CP 17250

The return will be made using the same payment method chosen by the customer.

The refund of the amount will be made within a maximum period of 15 days from the withdrawal or return. Please remember that the shipping costs of the order will not be reimbursed.

Whats app: (+34) 664463100

Hours from 10am to 6pm from Monday to Friday

Email: shop@bertlho.com

We need that within the package the DATA of the person who returns it and if they want a return or exchange for another product is indicated very well.

Name and email of the person who made the purchase, Date of purchase, Products purchased.

* Optional: Remember that you could tell the products you would like to change for the return product.

In case, you NOT follow this steps, the return and withdraw money will not do it

Legal warning

Roberta Priscila do Nascimento Espinola

42383225K

Carrer Pineda del Mar 6-8

17248 Platja d'Aro

Girona

shop@bertlho.com

(+34) 972 298 130