

Purchase Withdrawal

How can I return my purchase?

If you're not 100% satisfied with your order, you have the option to return your purchase. You must let us know within 7 days after receiving your products if you would like to return them; then, once you've contacted us, you must return your order within a maximum time period of 7 days. You can write to us at orders@casamexicopt.shop using the form on the next page.

Prepare your return package carefully!

We will accept your returned purchase if the following conditions are met:

- The products cannot be open or damaged, and must be fit for resale.
- The products should be returned in their original packaging, or in a parcel similar in size and quality. Any items damaged due to poor or inadequate packaging on the customer's behalf will not be eligible for a refund.

You may send your return package to:

Casa Mexico – Return Service

Rua das Olarias 62A, Lisbon, 1100-012, Portugal

What next?

If all of these conditions are met, Casa México will reimburse you for your order in its entirety as soon as your parcel arrives at our warehouse! If you would like, we also have the option of giving you a refund in the form of a coupon, which can be used on your next order on our website. In any case, we will contact you by email as soon as we receive your package.

*Please note: the reshipping fees remain at your expense.



Purchase Withdrawal Form

*Please fill out the fields below with your billing address and information used in your order.

I hereby withdraw from the agreement which I concluded for the purchase of the order below:

Last name, First name*:

Address*:

Order number*:

Order date*:

Date your order was received:

Reason for return:

Tracking number of your returned goods:

By the present withdrawal form, I pledge to return my order within 7 days.

Date:

Signature:

Send us this completed form by email: orders@casamexicopt.shop