

Sales conditions

Ownership

Mastomate.com is an Internet domain whose ownership belongs to Salvaje, Natural, Integral S.L. B-06682926, telephone +34 924 96.00.57 Avda Alonso Martin 53 3ºB. Don Benito (Badajoz) Postal Code 06400 - ESPAÑA

Use of the website implies the express and full acceptance of the conditions set forth herein, subject to the particular conditions that may apply to some of the specific services offered through the website.

Salvaje Natural Integral S.L., hereinafter **mastomate.com**, reserves the right to modify at any time these conditions of use and any other particular conditions.

Overview

In effect, the orders placed on this shop are purchases made to **mastomate.com**. Our calling-time schedule is from 9.00 to 14.00 h and from 17.00 to 19.30 h, from Monday to Thursday and from 9.00 to 14.00 h on Fridays, according to bussines calendar of Badajoz.

Unless otherwise in writing agreed, making a purchase to **mastomate.com**, implies the acceptande by the customer of these conditions. No provision made by the customer may differ from **mastomate.com** if not expressly accepted in advance and in writing by **mastomate.com**

A purchase is not ended until it is accepted by mastomate.com, and it is reserved the right of admission and cancellation of any order and the return of the received amount by the customer, being exempt from any other obligation.

How to pay

The products and services are paid in advance by credit card, PayPal, bank transfer or deposit bank account (the bank account number will be provided once you have registered).

In order to make a payment by credit or debit card, you must use a card “**issued in Spain**” and whith enabled secure payment systems “*MasterCard Secure Code*” or “*Verified by VISA*”, as appropriate. If you have any question about how to enable secure card payment system, please check it with your bank.

If you are having any problema submitting a payment by card and you want to change the way of payment for your order, please contact our customer service by e-mail adress info@mastomate.com

Deliveries

Any delivery will be sent until payment verification by **Mastomate.com**. As the transport will be made by a foreign transport-company, we are not able to specify the exact time for reception.

The reception will be finished when the client receive the order and sign the delivery receipt document. The client must check the product at the reception and all the deficiencies or complaints must be justified in the delivery receipt document.

Mastomate.com will ship the products by the more appropriated way in order to fulfill its commitments.

Transport costs.

Transport costs will be charged according to the final destination area and according to the total costs of the order.

However, **mastomate.com** reserves the right to ask for an additional amount especially for heavy or bulky orders. If this happens and the client is finally not interested in this additional amount, the full amount paid by the client, will be back and the order cancelled.

Mastomate.com will be free of of any other commitment or any obligation with the customer.

Delivery term

Usually an order is sent (from our facilities to the destination), the following business day for those orders whose proof of payment was received before 12.0 am. If this proof of payment is received after this time, the order is sent two business days later. Delivery will be made depending on the final destination. In Peninsula Spain, it will be a maximum of 72 hours. For shipments to Baleares or Canarias Islands, the time can be increased in 2 or 3 days. However, this timeline is an estimation and it can vary for reasons beyond our companu.

Mastomate.com can not commit to any particular delivery deadline, due to the shipping process depends on third parties.

Guarantee

All our products are guaranteed while they are within expiry date, and they are stored and used under the indicated conditions on the container label.

Out of stock

If by any unusual reason mastomate.com was out of stock and it was not possible to serve the product, mastomate.com will contact to the customer in order to communicate the situation and agree the wait or the order cancelation with the immediately return of the money by the same way by it has been transferred.

Returns conditions

During the 15 days after the delivery reception, the customer can return the product with the following conditions:

To use this right, an e-mail communication with the order number and the reasons for the return. This devolution will be only accepted within the 15 days later to the return approval; otherwise it will be refused and returned back. Transport costs will be charged to the client. After checking the returned product, the money will be returned to the client in 30 days max.