# 📦 Shipping Policy

### Domestic Shipping (Argentina)

We ship nationwide using **Correo Argentino** and **Andreani**.

- Customers can choose the shipping provider during checkout (subject to availability by location).

- Orders are dispatched within **3 to 5 business days** after payment confirmation.

- You will receive a tracking number via email once your order has been shipped.

- Delivery times vary depending on the destination, usually between **3 to 7 business days**.

### International Shipping

We ship internationally via **DHL**.

- Shipping costs and delivery times are calculated automatically based on the destination address.

- The customer is responsible for any customs duties or import taxes charged by their country.

### General Considerations

- We are not responsible for delays caused by the courier service or customs.

- Please ensure that your shipping address is correct. We are not liable for lost packages due to incorrect addresses.

- If an order is returned to us due to incorrect address or failure to pick up, the cost of reshipping is the responsibility of the customer.

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# 🔄 Returns & Exchanges Policy

We want you to be happy with your purchase. If you encounter any issues, you may request a return or exchange under the following conditions:

## Exchanges

- Exchanges are accepted within **10 calendar days** of receiving the product.

- Items must be unused, in original packaging, and in the same condition as delivered.

- Return shipping costs are the responsibility of the customer, unless the exchange is due to our error or a defective item.

## Returns

- Returns are only accepted for defective products or if the wrong item was shipped.

- You must notify us within **10 calendar days** of receiving the product.

- In the case of returns due to defect or error, we will cover shipping costs and offer a full refund or replacement.

## How to request a return or exchange

Please contact us at **mateo@losaparatos.com.ar** or use the contact form on our website. Include:

- Order number

- Reason for the return or exchange

- Photos of the product if applicable

We'll get back to you as soon as possible to resolve your request.