

## **BOOKSTORE SALES POLICY**

### **Shipping**

Usually, we process shipment of products within 5 to 7 business days after your order is placed.

You may be contacted by the gallery to confirm your address. Unless specified otherwise, orders are shipped via FedEx (standard shipment) and you will receive the tracking number for your order in a separate confirmation email.

### **Delivery**

We will notify you by way of email when your products are to be dispatched to you. The message will contain details of estimated delivery times in addition to any reasons for a delay in the delivery of the products purchased by you.

If we receive no communication from you, within 7 days after delivery acknowledged by shipping company, regarding any problems with the order, you are deemed to have received the products in full. Hence, your order will be considered as completed.

### **Refund and Returns**

kurimanzutto aims to always provide high quality products that are fault free and undamaged. On occasion however, products may need to be returned. Please be aware that not all refunds, returns or exchanges on your orders are possible. Returns, refunds or exchanges are governed by this policy.

1. If you receive products which do not match those that you ordered, unless accompanied by an explanatory note detailing the changes, stating reasons for the changes and setting out your options, you shall contact us within 7 days after delivery to arrange collection and return. kurimanzutto is responsible for paying shipment costs. You will be given the option to have the products replaced for those you ordered (if available) or to be refunded through the payment method used by you when purchasing the products. Upon receipt of the returned products, the price of the products, as paid by you, will be refunded to you through the payment method used by you when purchasing the products.
2. If any products you have purchased have faults when they are delivered to you, you shall contact us within 7 days after delivery to arrange collection and return. kurimanzutto is responsible for paying shipment costs. Products must be returned in their original condition with all packaging and documentation. Upon receipt of the returned products, the price of the products, as paid by you, will be refunded to you through the payment method used by you when purchasing the products.
3. If products are damaged in transit and the damage is apparent on delivery, you should sign the delivery note to the effect that the products have been damaged. In any event, you should report such damage to kurimanzutto within 7 days after delivery and arrange collection and return. kurimanzutto is

responsible for paying shipment costs. Upon receipt of the returned products, the price of the products, as paid by you, will be refunded to you through the payment method used by you when purchasing the products.

4. If you don't want the products any more or you are unhappy with any product you purchase on this Website for any reason, you may return it to us in its original condition with all packaging and documentation. Upon receipt of the returned products, the price of the products, as paid by you, will be refunded to you through the payment method used by you when purchasing the products within 7 days after delivery. In this situations kurimanzutto will provide a full refund, but will not refund any delivery costs.
5. If you wish a refund or wish to return products to kurimanzutto for any of the above reasons, please contact us at [libros@kurimanzutto.com](mailto:libros@kurimanzutto.com) to make the appropriate arrangements indicating as subject matter RE: Refund/Return/Exchange of goods.
6. kurimanzutto reserves the right to exercise discretion with respect to any returns under this policy. Factors which may be taken into account in the exercise of this discretion include, but are not limited to:
  1. Any use or enjoyment that you may have already had out of the products;
  2. Any characteristics of the products which may cause them to deteriorate or expire rapidly;
  3. The fact that the products consist of audio or video recordings or computer software and that the packaging has been opened;
  4. Any discounts that may have formed part of the purchase price of the products to reflect any lack of quality made known to the Customer at the time of purchase. Such discretion to be exercised only within the confines of the Mexican Commerce law regulations.

## **Sales Privacy Notice**

kurimanzutto is really aware of your privacy, therefore, customer information is collected for the purpose of processing your order, but is kept confidential and will not be shared with third parties. kurimanzutto may contact you later on with its Newsletter with updated information about its shows, artists, program and bookstore news and sales. If you do not want to receive the Newsletter you may unsubscribe at any time by following the instructions in the link at the end of the email sent. To read our full privacy notice go to [www.kurimanzutto.com](http://www.kurimanzutto.com).