



TERM AND CONDITIONS

Object and Scope

These Terms and Conditions are intended to regulate the relationship between Ingeniatic Tecnologías S.L. (hereinafter “the company”) and you (hereinafter “the customer”), relating to all transactions made through the website www.ingeniatic.com (hereinafter, “the web”), the domain of which the company is the owner.

For any questions, you can contact us at the email address marketing@ingeniatic.com

The online contracting of the products and / or services offered by the company through this website will be subject to the provisions of these Terms and Conditions.

Legal warranty

The products are covered by a two-year legal warranty against breaches of conformity under the provisions of the General Law for the Defense of Consumers and Users (Law 3/2014, of March 27, which modifies the consolidated text of the General Law for the Defense of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007, of November 16). Under said Law, the consumer has the right to complain to the seller, in case of any lack of conformity that exists at the time of delivery of the good in the terms and conditions established therein.

If the lack of conformity of the product is manifested during the first six months, it is understood that the failure already existed when the product was delivered, unless proven otherwise or when this presumption is incompatible with the nature of the product or the nature of the product.
lack of conformity

If the lack of conformity is manifested after those first six months, it will be up to the client to prove that the defect is of origin so that it is covered by the legal guarantee.

The customer has the obligation to report possible defects and nonconformity within 2 months of detection.

On the event of a defect in conformity, we will proceed, at our expense, to re-establish the conformity of the product through repair / replacement or price reduction, as established by current legal provisions.

Warranty assistance requires prior submission of the purchase invoice.

The company guarantees the quality of the service contracted through the website www.ingeniatrics.com.

All rights that the laws in force guarantee to consumers and users are guaranteed.

Failure to comply with any of the Terms and Conditions may result in the return of the products or the cancellation of the services acquired by the customer.

Payment

Purchases, depending on the products to be purchased, can be paid through the means listed below:

- Payment by card (Visa, Master Card).
- Wire transfer.
- Pay Pal

Shipping

Orders are sent to the delivery address indicated by the Customer, within approximately two weeks.

The company sends orders to its customers through different express transport companies of recognized national and international prestige, as well as through the State Postal Service. The delivery date at the Customer's address depends on the availability of the chosen product and the shipping area. These deadlines may vary depending on the specific circumstances of each order. In particular, the transport deadlines can be altered by extraordinary incidents in the carrier and by difficulties in the delivery of the merchandise.

In any case, if the client did not receive the order within the maximum legal period of 30 days from the hiring, he can contact the company.

Return Policy

In case of damage or defect of the product, we promise to accept the return of the same within a period of 14 days as well as its replacement by another in the accepted conditions.

To make a return it is necessary that you contact us by email marketing@ingeniatrics.com, indicating the reason for the return, the order number and photographs that certify the poor condition of the product.

We will take care of picking up the order by courier.

Customer support

For any question, incident, complaint or claim after the purchase of the products, the company has a Customer Service Department at the email marketing@ingeniatrics.com