

**DELIVERY TIMES:**

Owing to the exceptional situation caused by corona virus (COVID-19), delivery lead times may be affected. We'll do our best to get your item to you as quickly as possible, but please forgive us if there's an occasional delay, as we must prioritise the safety of our staff teams and follow medical advice. Remember you can process returns up to 60 days following the delivery of your order.

**RETURNS CONDITIONS:**

Owing to the exceptional situation caused by corona virus (COVID-19), orders processed in our online store will only be available as home deliveries. Collection points will remain closed as a temporary measure. In addition, we're extending the returns period to 60 days to ensure our customers' peace of mind.

**¿WHERE ARE YOUR PIKOLINOS COMING FROM?**

Remember every Pikolinos product received in United States come from our logistics center of USA located in Miami (Florida). If you have any inquiry please contact to our Customer Experience team at [pikolinosusa@pikolinos.com](mailto:pikolinosusa@pikolinos.com) or calling at 1 (877) 745-4872. Thank you.