

## Shipping, Transportation and Returns Policy

VENTOLINI and DOÑA RAMONA products are delivered to customers' addresses for those who request a delivery service. The customer is responsible for assuming the cost of the delivery service; this value is not included in the price of the purchased product.

The delivery fee will depend on the coverage area and/or the distance from the point of sale closest to the delivery location provided by the customer at the time of purchase.

### RETURNS, MODIFICATIONS AND CANCELLATIONS POLICY

Ventolini is not responsible for the storage, handling, or distribution that the customer may give to the purchased products once they have been delivered.

Our products are perishable and intended for immediate consumption; therefore, their freshness and good condition are guaranteed at the time of delivery. However, if any issue arises, VENTOLINI will seek to resolve all problems as quickly and safely as possible to ensure customer satisfaction.

Refunds are issued at the customer's request due to the following reasons:

- Product in poor condition due to the company's fault
- Lack of delivery coverage
- Requested product not available, in cases where the customer does not wish to replace the order with another product of equal value

Refund processing times will be carried out in accordance with the policies of the Mercado Pago platform.

If any situation arises, please contact our Call Center immediately or write to us at [info@ventolini.com](mailto:info@ventolini.com) to initiate the warranty process.

### CONTACT

City:				CENTER
Address:	Calle	31		Cali
Email:				#08-31
Call	Center:	+57	310	315
				8177