

Cross-border shipping from Romania and/or Poland to Spain - Important Information

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1. What we do

Our delivery agents accept orders from EU customers willing to shop in Romania and/or Poland for the products available on our Platform and subject to Retailer's availability. The delivery rates and fees may vary depending on the delivery address.

Please be aware that when you are using our Platform, we mediate your shopping in Romania and/or Poland using the services of our Delivery Agents. Using our delivery agents' services, you are shopping in Romania and/or Poland. Our delivery agents physically purchase the products selected and ordered by you from the Romanian/Polish retailers on your behalf (under a mandate).

LIKI24 is not a seller or a distributor of any such products and LIKI24 is not selling the products online.

2. Restrictions

We can deliver the following items to almost all destinations in Spain:

- Cosmetics and healthcare products
- Childcare and other non-restricted medical products.
- Vitamins, food supplements and other products available on the Platform.

3. Deviations from Spanish-specific standards and consumer expectations

For products delivered out of the territory of Romania/Poland, the manufacturer and retailers' warranty may not be valid, manufacturer service options may not be available, and product manuals, instructions, labeling, prospects and safety warnings **are not in Spanish language**.

The products (and accompanying materials) may not be designed in accordance with Spanish standards, specifications and labelling requirements.

The customer is responsible for assuring that the product can be lawfully used in the destination country.

4. Privacy

Your privacy is important to LIKI24 and we know that you care about how information about your order is used and shared. We want our EU customers to be aware that cross-border deliveries may be subject to opening and inspection by customs authorities.

We may provide certain order, delivery and product information, such as product names, to our international carriers and such information may be communicated by the carriers to customs authorities in order to facilitate customs clearance and comply with local laws.

Customs authorities may require us to state the value of the packaged items directly on the package.

The seller and carriers may also require us to state the receiver's name, address and phone number directly on the package.

By ordering and confirming the order you allow us to process and share with our partners, delivery agents and carriers such information and your private data as indicated above.

Please read additionally our Privacy Policy.

5. Returns and replacements

Please be aware that at this stage your orders CAN NOT BE SUBJECT OF RETURN OR REPLACEMENT. THIS IS NOT ONLINE SALE OR E-COMMERCE SALE. You are physically shopping from Romanian/Polish retailers by using the Delivery Agents mandate services as described in the Terms and Conditions.