

CANCELLATION AND REFUNDS POLICIES

Orders for the use of Shopping Portugal - SHPS, Unipessoal Lda Services may be canceled at any time without charge by the Client if the order status is "received, waiting for processing".

Once the Client's Order is shown as "processed" and/or "paid" on the Client's Account, Shopping Portugal - SHPS, Unipessoal Lda will have started to work on the Client's Order. If the Client cancels his order whilst shown as "processed" and/or "paid", the Client will have to pay Shopping Portugal - SHPS, Unipessoal Lda any costs Shopping Portugal - SHPS, Unipessoal Lda has reasonably incurred in starting to fulfill the Client's order, including logistics costs and fees.

If the Third party subsequently refunds Shopping Portugal - SHPS, Unipessoal Lda for the costs of the Services/Goods after the order has been processed, Shopping Portugal - SHPS, Unipessoal Lda will proceed with the refund to the Client in the amount of the canceled Services/Goods.

Any refunds received from Third Parties or from Shopping Portugal - SHPS, Unipessoal Lda directly will be credited to the Client's Account. The Client can use the credited amounts for new service purchases at any time. No deadline for using the above mentioned amount is applied.

No cancellations or modifications of orders can be made once a package is shown as "shipped" on the Client's Account.