

Terms and conditions

General information

In compliance with Law 34/2002, on information society services and electronic commerce, we inform you that the ownership of the domain where you can purchase these publications, <https://www.catpaisatge.net>, corresponds to the Observatori del Paisatge de Catalunya, with NIF Q0801286-F, with headquarters at C/Hospici 8, 17800 Olot.

For any question related to the acquisition of publications, please contact:

- By e-mail, at observatori@catpaisatge.net
- By phone, on 972 27 35 64 (from 9AM to 3PM from Monday to Friday, except holidays)

The purchaser, when validating and accepting the processing of an order, agrees to accept these general conditions of use. Purchases made on this website are subject to Spanish legislation.

Prices and availability

The publications on sale on the Observatori del Paisatge website are available, except in the case of error or out of stock. If any of the items ordered are out of stock, the Observatori will contact the purchaser and, if appropriate, refund the corresponding amount.

Delivery of products

The delivery of the products to Spain and Andorra will be made within a maximum of 5 to 10 days from the date of order, except in the case of stock shortages. In the rest of the countries, the delivery time is usually 15 days, depending on the postal services.

Shipping costs

Preparation and shipping costs are included in the price of the publication.

The Observatori del Paisatge de Catalunya will not be responsible for any special taxes, duties or other costs that may be charged at the destination of the shipment.

Payment method

Payment of the order will be made through Paypal platform and can be made without the need to be registered.

Returns

Returns can be made up to 10 calendar days after receiving the product at buyer's address.

The cost of returning the product will be borne by the buyer. Once the Observatori del Paisatge has checked that the product is in perfect conditions, the corresponding amount will be credited to the account indicated by the buyer.

In case of a defective product, it will be replaced by an identical one, but in perfect condition.

In case of an error by the Observatori del Paisatge in the product sent, the Observatori will be responsible for the cost of returning the product, and if the buyer decides to cancel the order, the purchase price will be credited to the account indicated by the buyer.

Communications about returns must be sent to the e-mail address observatori@catpaisatge.net, and must indicate the circumstances of the return. Once receiving the communication, the Observatori will contact the client by telematic means, to manage and follow up the return.