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About

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Our Services

Our aim is a 110% customer satisfaction as such we do our best to describe and show the products in detail so you can be certain to get value for payment. We ask you to read the product information with care and should you have any queries please contact prior to your purchase. We provide a product print service to personalise products. To ensure that this service meets your requirements we ask for your artwork and layouts delivered to us in the required formats to a print standard along with any other instructions or specifications. We can provide you with graphic and artwork assistance at an additional fee, payable prior to production of the order. Once these are received we will arrange for a print sample from the manufacturer which will require your approval prior to full production. We welcome your enquiry regarding any products, printing or use.

About Payment and Prices

All prices on this website are inclusive actual % of the VAT, freight and handling, unless stated otherwise. The listed prices at our web store are already discounted at the given quantities. Please, contact us if you plan a campaign and an order that is more than the given quantities for special delivery and prices. We require payment of all orders in advance. Online payment is managed and mediated by PayPal which securely accepts all credit cards. We are unable to take responsibility for any errors,

omissions or security issues on their part, we abide by the terms and conditions of PayPal who transact all payments, credits and mediate any related issues which may arise. Other forms of advances (bank account transfer) can be accepted by arrangement and for orders in larger quantities. We do not accept cheques and request that you do not send cash by mail as we cannot accept any responsibility for delays or losses caused by the postal service.

All payments are monitored and the payment process is secured by PayPal, however, we cannot be held responsible for any fraud. Once payment has been secured a detailed receipt of purchase and of payment will be mailed separately same day as the shipment of the goods to the given customers address. Where sales are for small quantities from our stock a detailed receipt of purchase and of payment will be included the shipment of the goods.

About Delivery & Shipping

Certain products can only be delivered in minimum quantities as provided at the Online Shop. Our expected delivery is 15-20 working days from your order or from the date of approval of print sample. Faster deliveries with in 5-10 working days are limited to certain products, quantity, design, and stock available.

Shippings in Portugal are performed by Postal Service, CTT and NACEX, or another suitable alternative. The shipment leaves us intact, which means we have controlled the products including their individual packing before we forward any order to our client.

Should you receive your order with any shipping damage or if the parcel has been tampered with, please immediately check that your order is correct before signing for the package.

Complaints due to shipping damage are made by the client to the delivering shipping company responsible for the damage.

About Failure in Confirmation / Approval

Features and ordering system is tested, but as is the case in most systems, errors can occur. If you have not received confirmation of your order / approval, within the time limits, control the order in the 'Order History' on the website and contact us by email or telephone to avoid any delays.

About Complaints

Should you have any complaint about your order please contact us within no more than 7 days of receipt to validate your claim. We cannot guarantee any claims made after this time.

About Returns

Orders for printing or customisation may be cancelled at anytime BEFORE signed approval of the printing layout. After which time, the order will go to production when cancellation and/or changes are not possible and can not be returned. Where specific printing and shapes are ordered to the clients specification we are unable to accept any returns.

All orders confirmed and paid for, will be processed and cannot be cancelled.

Any sale to a private person is also in general with the same conditions as for companies.

Seguranga.com Online Shop