

Knowledgebase > FAQ's > General > I have already paid for my order online but an item is out of stock!

I have already paid for my order online but an item is out of stock!

Suise Ubeda - 2025-08-05 - Comments (0) - General

We always do our best to ensure that your order is complete and amendments have been finalized before sending you a payment link to avoid any inconveniences.

Unfortunately, last minute removals may occur, especially with regard to fresh items that may have quality concerns (with no possible replacements available) or supply chain issues.

We will either provide you with a similar item at the same price or a voucher code that you may use on your future transaction. You may also opt for a refund to your card.

We will process the refund right away, but the time it will reflect in your account will vary depending on your bank and may take a few weeks.