

SHIPPING & RETURNS

Simple steps for delivery, returns and order problems.

1. Delivery

The available destinations, delivery options, full shipping charge and estimated delivery time are shown before you pay. We send an update when your order ships and tracking details when available. Please check your delivery address carefully.

If an order is delayed, lost or arrives damaged, contact info@shopsopsa.com with your order number. We will review the situation with you and arrange the solution required by applicable law.

2. Changing your mind

For eligible online purchases by consumers in Portugal and the EU, you can normally withdraw within **14 days after receiving the goods**, without giving a reason. Email info@shopsopsa.com within that period with your order number and a clear statement that you wish to withdraw. We will reply with return instructions and the return address.

Send the goods back within 14 days after telling us you are withdrawing. The direct return postage for a change-of-mind return is paid by the customer, unless we agree otherwise. You may inspect an item as you would in a shop; handling beyond what is necessary to assess it may reduce the refund to the extent permitted by law. Keep the original packaging where possible, especially for footwear, to protect it in transit.

Some statutory exceptions may apply, such as goods made to your specifications. We will identify any applicable exception before purchase.

3. Refunds

After a valid withdrawal, we refund the item price and the cost of our least expensive standard delivery option, where applicable, within 14 days of receiving your notice. We may wait until the goods are returned or you provide proof of sending them back. Refunds use the original payment method unless you agree otherwise.

4. Wrong, damaged or faulty items

If the wrong item arrives or there is a fault, email us with your order number and a description; photos may help. We will review each case and arrange a remedy under the applicable legal guarantee, without charging you for the return costs of a valid fault claim. In Portugal, new consumer goods generally have a three-year legal conformity period. This is separate from the 14-day right to change your mind.

5. Exchanges and help

If you need a different size, contact us. We will check stock and agree the practical steps with you. An exchange does not reduce your statutory rights. For any delivery or return question, email info@shopsopsa.com.