To proceed with a return, in accordance with the provisions of paragraph 1 of article 10 of DL nº 24/2014, of 02/14, you have a maximum period of 15 days from the date of receipt of the order and / or take possession of the purchased products. The return of the article must be made upon presentation of the respective invoice and it must be in perfect commercial condition, in original packaging and accompanied by all accessories (manuals, cables, etc.), after which a credit note will be issued if so be justified. In cases of free Contract Resolution, the shipping costs related to the return are the responsibility of the consumer, as stipulated in paragraph 2 of article 13 of Decree-Law no. 24/2014, of 14/02. You should never send the article to Myinformática without having previously completed and sent the return form to our helpline (support.cliente@myinformatica.pt) and receive an indication to proceed with the shipment. All articles will be checked on arrival at Myinformática and only those that meet the parameters described below will be accepted for exchanges or returns. Return Conditions Article with no sign of misuse. 2. Return of the complete article, without having been opened or used, with all its components and accessories, instruction manual and original packaging in perfect condition. 3. Return period: Up to the 15th consecutive day, from the delivery date. 4. Returns of items / products ordered on demand are not accepted, namely computer configurations. Faulty Product You should contact our helpline. During the first 15 days from the date you received the order and / or took possession of the purchased item, the replacement will be made immediately, provided that the damage is confirmed by the Myinformática After-Sales service and the item presents all your components, accessories, instruction manual and original packaging in perfect condition. In the event of a stockout, a credit note will be issued so that the customer can choose another item. If, from the analysis carried out by the After-Sales service, it is concluded that the article does not present an anomaly or that the warranty has been breached or that the product has not been sold by Myinformática, the warranty request (RMA) will be returned to the customer with shipping costs. Returns for shipping damage The deadline for making claims for shipping damage is 48 hours from the date of delivery. After this period, Myinformática will not be responsible for any damages that may have occurred in the transportation of the article. See here for more information on delivery by carrier. If you choose to refund the amount, we inform you that, after validating the return conditions described above, you are requested to send the IBAN proof of the bank account in order to proceed with the return of the respective amount. The refund is made using the same payment method. In the case of payment by Entity / Reference, we request that you provide us with a NIB / IBAN in order to expedite the return process. Myinformática will not be responsible for any damages that may have occurred in the transportation of the article. See here for more information on delivery by carrier. If you choose to refund the amount, we inform you that, after validating the return conditions described above, you are requested to send the IBAN proof of the bank account in order to proceed with the return of the respective amount. The refund is made using the same payment method. In the case of payment by Entity / Reference, we request that you provide us with a NIB / IBAN in order to expedite the return process. Myinformática will not be responsible for any damages that may have occurred in the transportation of the article. See here for more information on delivery by carrier. If you choose to refund the amount, we inform you that, after validating the return conditions described above, you are requested to send the IBAN proof of the bank account in order to proceed with the return of the respective amount. The refund is made using the same payment method. In the case of payment by Entity / Reference, we request that you provide us with a NIB / IBAN in order to expedite the return process. after validation of the return conditions described above, it is requested to send the IBAN proof of the bank account in order to proceed with the return of the respective value. The refund is made using the same payment method. In the case of payment by Entity / Reference, we request that you provide us with a NIB / IBAN in order to expedite the return process. after validation of the return conditions described above, it is requested to send the IBAN proof of the bank account in order to proceed with the return of the respective value. The refund is made using the same payment method. In the case of payment by Entity / Reference, we request that you provide us with a NIB / IBAN in order to expedite the return process.