

[Only Europe] What can I do in case of fraud, unauthorized purchase, or unreceived?
If a purchase was made through our website, LA INVENTADA App or Contact Center, with bank cards (debit, credit or other) and any of the following cases occurred:

I was the subject of fraud.

They used my cards without my authorization.

I didn't receive the product or service I purchased.

You can request a refund up to 5 business days after receiving the news. To do this you will have to:

Create a case in our Help Center.

Wait for us to send a confirmation of the case to your email.

With this, you can notify your bank, it must make the return within a maximum period of 15 business days after the request was entered.