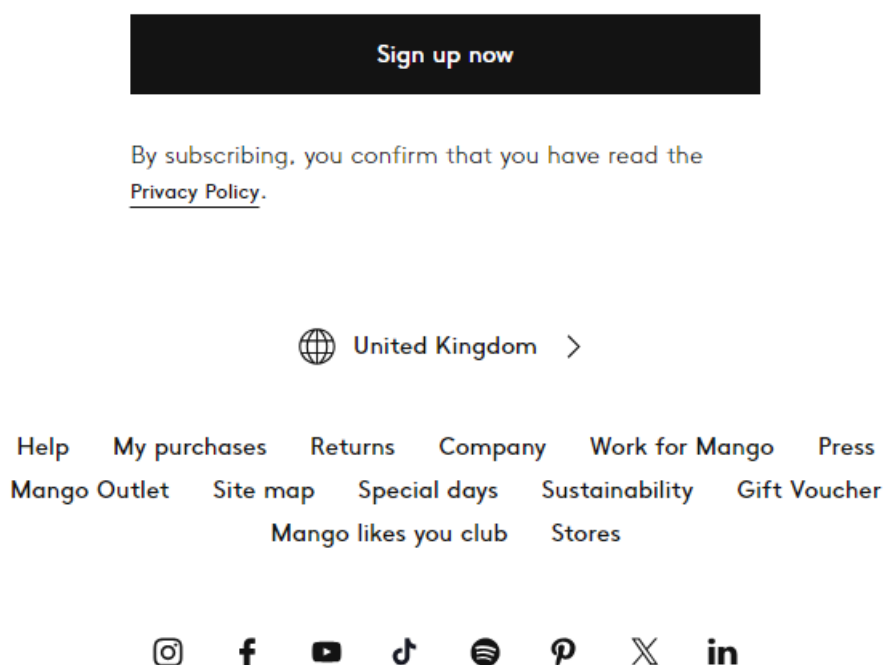


Delivery_FAQ_Shipping restrictions

[This article matches a contact reason subdetail.]

The conditions, methods, and costs of shipping, as well as the available collection points and stores, are updated according to the country or region selected when accessing the website or app. Therefore, it is not possible to specify a shipping address different from the selected country or region of purchase. To send an order to a different country or region than the account, you need to change the country and select the one that corresponds with the address where you want to send it.

On the website, the selected country is shown at the bottom:



Taking this into account, it is not possible, for example, to send an order to an address in the Canary Islands, Ceuta, or Melilla if Spain (Peninsula and Balearic Islands) has been selected to access the website, nor vice versa, or to the Channel Islands if United Kingdom has been chosen.

There are times when some types of shipping or some Mango stores or collection points may appear unavailable on the website due to logistical reasons. Example: stores under renovation, temporarily closed collection points, or express or urgent shipping disabled due to high order volumes.

Online orders cannot exceed 1.500 € or contain more than 40 items. For purchases

exceeding this amount or number of items, see the article [Online Experience FAQ Purchase of large amounts](#).

Orders cannot be shipped to military bases or PO boxes.

In some countries, there are restrictions on shipping products considered hazardous goods (generally, cosmetic items like perfumes, etc., that contain flammable substances). If a customer asks about this, we must review the information published on the website and the availability of these items in the specific country to avoid providing incorrect or outdated information.

If the hazardous goods restriction affects an entire country or a region that has its own entity in the country selector (such as the Canary Islands, Channel Islands, or French Guiana), cosmetics will not appear available for sale.

If it affects an area that does not have its own entity (such as the Azores or Madeira islands), cosmetics will appear available, but at checkout, a message will appear stating that these products cannot be shipped to that address, and two options will be provided:

- Continue the purchase without these products
- Modify the shipping address

If the customer decides to continue with the purchase, the cosmetics will be removed from the shopping bag, and the shipment to the indicated address can proceed. If the purchase only contained products considered hazardous, the customer will be redirected to the home page to start the purchase again.