

Dear Friends,

due to coronavirus crisis, changes in functioning of our shop has arised to counter any possible infections. From March 16, 2020, customer service of SPES Medieval Market works at home! Still, we are able to receive and realize your orders with commitment as well as answer your questions.

We do not foresee any delays in order realizations so you can continue your shopping at SPES Medieval Market with no worries. Still, due to safety matters, visiting our workplace and self-pickup of orders is limited. If you have any question, we are at your disposal – call us or write to us.

As the virus can stay on various surfaces being active up to a few days, the time for complaints and returns has been lengthened. In this situation, the package we receive from you will be stored for some time in quarantine, and later sanitized – just to make sure our staff is safe.

Also, we would like to inform you that we care most about the safety of our clients and therefore right now you have 30 days to return your order! You don't have to hurry and you can quarantine the package from us. However, before you send it back, please contact us to talk through the details.

Not only because of global danger but also for our own safety, we have implemented the highest hygienic standards in the service of orders. As the virus on surface can be active up to a few days, sanitizing of any item seems to be crucial.

We wish you a all good health. Take care of you and your loved ones. Act cautiously and please abide recommendations of sanitary-epidemiological services in your countries.

With the medieval greeting,

SPES TEAM