



ONLINE PURCHASE TERMS AND CONDITIONS

These terms govern the sale of products on the website <https://manufacturesvelasco.com> TRENCADÍS by:

MANUFACTURES VELASCO, SL, registered in the Mercantile Registry of Valencia, Volume 10100, page 56, entry 1 with page V-169989, domiciled in Quart de Poblet (Valencia), C / Pizarro 3-4, C.P. 46930, represented by M^a Luisa Velasco who acts as Administrator and duly authorized for the purposes of this document.

TRENCADÍS is a registered trademark of Manufactures Velasco, S.L., with no. registration number 367,516 of January 20, 2017 by the OEPM (Spanish Patent and Trademark Office)

Confirmation of an order implies full acceptance of these Terms and Conditions that are available at all times on the Website and especially at the time of order confirmation. We invite you to print and keep a copy of these Terms and Conditions of Sale for future reference. All the data registered in manufacturesvelasco.com will serve as proof of the transactions carried out between Manufactures Velasco, SL and its clients and the date of the same.

The Terms and Conditions of Sale constitute the only agreement between the parties and replace any other document.

Orders placed on the Website are reserved for the «final buyer», individuals and companies, whose purpose is not their subsequent sale. The resale of TRENCADÍS products is formally prohibited to any buyer who wants to trade for professional purposes.

For any information, queries, notices or order tracking, contact our Customer Service:

By post to the following address:

Bolsos TRENCADÍS. MANUFACTURES VELASCO, SL

C/Mestre Serrano, 33 - Parc Industrial Aeroport. 46940-MANISES (Valencia) España

By email: contact@trencadismarroquineria.com.es

Stock Availability

The prices and products shown on the manufacturesvelasco.com website are subject to availability at the time of ordering. If the product you have ordered is not available, you will be informed as soon as

possible by our Customer Service Team. In that case, you can change your purchase and replace an item with another available in the Online Store or cancel it.

If you decide to cancel your Order, the amount will be immediately returned to your card or PayPal account with which you made the payment.

Manufactures Velasco, SL is not responsible for the non-availability of the products.

Item price and total order cost

The prices of the articles are expressed in Euros, taxes included (VAT in force at the time of confirming your order) excluding shipping costs.

The price may be modified at any time, guaranteeing that the items are billed at the price in effect at the time of order confirmation.

The total amount of the order is indicated after having started the purchase process and before its confirmation, and includes in particular the following information:

- price of the item including VAT.
- shipping costs.

PURCHASE PROCEDURE:

Phase 1: Select the «Add to cart» button from the details page of each of the items:

In case of variants of the same article, select the color and / or the size. All the selected items will appear in the page «Carrito/Cart»

Verify that all items appear correctly: Description, price per unit.

Once the shipping area has been selected, the shipping cost (if any) with the total amount of the order:

- price of items.
- shipping costs.

The order confirmation is carried out in the following 3 steps: Please press the «FINALIZAR COMPRA/CHECK OUT» and

1. Shipping details.

Fill in the data related to INVOICE ADDRESS and DELIVERY ADDRESS

Check the box «Delivery address equal to invoice address» in case they match.

2. **Payment method**

If you have not chosen the cash on delivery or transfer payment method, check the «Buy now» box and follow the instructions for the selected payment method. Introduction of bank details or redirection to the payment page.

3. **Total amounts and discounts**

Verify that the information on the order form corresponds to the items ordered.

If you have a discount voucher, enter the password and click «Apply».

The **Total** will show the total amount to be paid for your order.

If you wish, check the box that authorizes us to send you commercial communications regarding the TRENCADÍS store.

Check the box accepting these conditions of purchase.

Then click on the button «REALIZAR PEDIDO» 2. Payment method If you have not chosen the transfer payment method, follow the instructions for the selected payment method. Introduction of bank details or redirection to the payment page.

Phase 3: Receipt of order confirmation by email:

Via email you will receive the order confirmation. Along with the purchase order, you will also receive these Terms and Conditions of Sale, contact information of our Customer Service and information about the rights and form of cancellation.

Phase 4: Receipt by email of the shipping confirmation when it is formalized.

The invoice will be attached by email to the shipping confirmation.

The invoice with the price is sent to the billing address. A delivery note without price is included in the package with the Order, so that you can send your purchase directly as a gift.

Manufactures Velasco, SL reserves the right not to admit an order due to the suspicion of irregularity or bad faith, and for any other legitimate reason.

WAY TO PAY:

The payment of your purchase is carried out exclusively, when ordering, by credit card, by bank transfer or cash on delivery.

If you chose the form of payment by bank transfer, remember to attach proof of the transfer order to contact@trencadismarroquineria.com.es so that we can proceed to process the shipment of your order.

Total security is guaranteed in the purchase process, the confidentiality of the banking data transmitted through the web to an authorized banking institution is carried out within a secure environment.

Your payment card numbers are not stored on the Website.

As part of the electronic payment process, and to combat the fraudulent use of online payment methods, we verify the authenticity of the information entered by you when placing the order.

All TRENCADÍS items are the property and responsibility of Manufactures Velasco, SL until payment is received and the products are sent to the address specified by the customer. Items are insured against accidental loss or damage during shipment.

Shipping & Returns:

You will receive the package at the address specified when placing your order. The preparation time for shipping items in stock is estimated between 2 and 3 days. If the item is not in stock, Customer Service will contact you.

Shipping Address	Service	Estimated delivery time
Spain (Península y Baleares) and Portugal	Express	2-4 business days.
	Post	3-5 business days.
Spain (Canarias, Ceuta y Melilla)	Express	6-8 business days.
	Post	6-8 business days.
Other countries	Express	6-10 business days.
	Post	6-15 business days.

Shipping costs are shown in the «Shipping details» tab in the checkout process. They depend on the total sum of your order and destination. The estimated delivery time is as follows:

Unless there is a specific mention of delay due to majeure or during holiday periods, you will receive your shipment in a maximum of 3 to 8 business days from the confirmation of the order and the preparation period of the same.

If you have not received your order within the specified period:

You must contact our Customer Service and request that the shipment be made within a reasonable additional time.

If we do not make the shipment within this period, the sale can be canceled, if desired, by means of a registered letter with acknowledgment of receipt or via another means of durable writing in accordance with the Consumer Protection Law.

The sale will be considered to have been canceled at the time of receipt of a written document informing us of said cancellation, unless delivery has already been made.

The total amount paid will be reimbursed (including shipping costs paid at the time of ordering the items in question) within a maximum period of 14 days from the date the sale was canceled.

Claims:

When receiving your order, always check the conditions of the package, the correct condition of the requested item, as well as its agreement with the order.

If you consider that the package or the item has been damaged. Please indicate this in the carrier's «delivery note» and immediately contact our Customer Service: info@manufacturesvelasco.com. In your message, be sure to indicate the observed damage (package moistened, perforated, opened, etc.). In any case, you have a period of three business days from the receipt of your package to notify the carrier by means of extrajudicial document or registered letter, of any claim that you consider appropriate.

If the item served does not correspond to your order, you can return it in accordance with the following «Returns» and «Warranties» procedure.

Returns and Right of Cancellation:

In addition to the return cases specified in the previous sections (Delay in delivery) and (Legal Guarantees), you can exercise your right of cancellation, with the exception of personalized items, under the following conditions:

You have a period of 14 days from the receipt of your order to exercise the right of cancellation, in accordance with the Consumer Protection Law. (In the case of an order for several items served separately, the period counts from the receipt of the last item).

To do this, contact our Customer Service, you can contact the Customer Service by email: contact@trencadismarroquinería.com.es

In any case, you must send us your item within 14 days of notifying us of your decision to cancel.

We will refund the total amount paid with the order confirmation, specifying:

- the price of the item you return to us and
- The shipping costs related to your order, in accordance with the rate established in the «Shipping and Returns» section of these Terms and Conditions
- You are responsible for paying the return costs of the purchased products.

This refund will include, in addition to the price of the purchased product, the original shipping costs paid for your order. All responsibility in case of loss or damage of the items during the return shipment will be your responsibility.

The refund will be made using the same means of payment used in the initial transaction, as soon as possible and within fourteen days from the date we were informed of your decision to cancel.

In any case we reserve the right to defer the reimbursement of the articles until the proof of the effective date of dispatch of the articles is presented.

Terms and Methods of Refund:

In addition to complying with the deadline and the procedure described in the previous section for the return of products, in the case of a customer who exercises his right of cancellation, the return will be considered to have been carried out correctly if they are fully complied with. the following conditions:

- The product must not be used, worn, dirty, or damaged and;
- the label must still be attached to the product.
- Products must be returned in their original packaging.
- Products must be returned to the Seller in a single shipment. In fact, the Seller reserves the right to reject the articles of the same order, returned and sent in different deliveries;
- Returned products must be delivered to the transport agency of your choice within 14 days from the date you received them.

In the event that the conditions and terms to exercise the right of cancellation specified in this section are not met, the customer will lose the right to refund the amount already paid to the supplier and any cost associated with the return of the products will be borne by the customer. . However, if requested, the returned products will be returned, at your expense and in the conditions in which they were sent to the supplier. If there is no such request, the supplier can keep the products in addition to the amounts already paid for their acquisition.

Changes:

No changes will be made to the products purchased on the TRENCADÍS Website
<https://manufacturesvelasco.com>

You must return the item following the procedure indicated in the previous sections and then place a new order on the TRENCADÍS Website.

Guarantee. Post-sale service. Responsibility

The items offered comply with current regulations. They enjoy the experience and quality of Manufactures Velasco S.L., as well as the legal guarantees (legal guarantee of conformity and guarantee against latent defects). For the application of legal guarantees, we invite you to contact our Customer Service: Our Service, after verifying the case, will inform you how you can return the products.

After-Sales Service:

The After Sales Service of Manufactures Velasco, S.L. It is not only responsible for helping you with your purchases in the online store manufacturesvelasco.com, but also in the application of current regulations within the framework of compliance with legal guarantees. Your article will be sent to our experts who will make the appropriate decision:

- In the event of a manufacturing defect recognized and validated by our experts, we will replace your item with a new item of equivalent value.
- Your item will not be repaired if it is too worn. It will be returned to you in the condition it was received.

Responsibility:

Manufactures Velasco, SL is not responsible for any color difference between that perceived on your computer screen and in reality, nor for the terms of the personal message that accompanies your gift and its possible consequences, of the customization options of personalized items that do not fit the recipient, even if the item is a gift. Furthermore, it is not liable for negligence or for any delay or failure as a result of force majeure.

Finally, we want to draw your attention to the fact that we cannot be responsible for an order that may have been placed by a minor, whether or not the parents have authorized said request.

Data Protection:

Your personal data will be required only to process your order and without intention at any time to sell, trade or assign them to third parties.

You have the right of access, modification, rectification and opposition regarding the information concerning you, writing to info@manufacturesvelasco.com.

The data of your postal address, email address and telephone number will only be communicated to the transport agency or postal service for its use in order to carry out its service successfully, and in particular to ensure the completion of delivery in the terms selected by you.

Transport agents undertake to respect the privacy of your personal data and ensure its storage under the security conditions regulated by the Data Protection Law. The transport agents undertake not to use your data for purposes other than the performance of their services, in particular to provide you with the delivery service chosen by you, notify you of the availability of your package and to carry out customer satisfaction surveys. They also agree not to sell or use them for free or for payment, in any way.

Manufactures Velasco, SL reserves the right to use a cookie on the user's computer. This implementation is aimed at storing information related to the user's navigation on the Website (pages visited, date and time of consultation, etc.). This information is not stored on the user's computer. This cookie does not allow Manufactures Velasco, SL to identify the user.

Manufactures Velasco, SL is not responsible under any circumstances for direct or indirect damages of any nature, resulting from the use of this Website and in particular in the case of:

- Interruption of the website or the appearance of viruses;
- Damages derived from the fraudulent intrusion of a third party resulting in the modification of the information available on the Website. The creation of hypertext links to this website, without the prior consent of Manufactures Velasco, S.L. is prohibited. Manufactures Velasco, SL declines any responsibility in relation to the content of any page linked to its own.

These conditions are governed by Spanish law. In the event of litigation, and in the absence of an amicable solution, the Spanish courts will be the only ones competent.

Intellectual property:

The intellectual property rights of the website and of all its components (brands, designs, copyrights, domain names, etc.) are subject to the right of ownership or exclusivity for the benefit of Manufactures Velasco, S.L. The total or partial reproduction of the website, without the express consent of Manufactures Velasco, S.L. It is prohibited except for personal and private use, excluding any commercial purpose.

Scope of application of the law and conflicts:

These Terms and Conditions of Sale, the order and all acts derived from them are governed by Spanish law. You will have the option of resorting, in case of dispute, to a conventional mediation procedure or another alternative method of resolution. In the event of litigation and in the absence of an amicable solution, the courts of Quart de Poblet, Valencia will be the only competent courts.

Gifts and Packaging:

The items purchased in the TRENCADÍS Online Store of Manufactures Velasco, S.L. they can be packaged as a gift if you request it through the Customer Service telephone line. All the products carry their protective bag and go inside a box to ensure their protection during shipping and that you can store it comfortably later. The shipping package is delivered in a discreet box with no brand mark.

Dedication card:

You also have the possibility of including a gift card with a dedication text. Manufactures Velasco, S.L. At your request through the Customer Service phone, this card will be prepared and included in the package. This entails an additional cost of € 0.00

Care and Repair Guide:

Thank you for choosing a TRENCADÍS item

Manufactures Velasco, SL we create unique items by using the highest quality natural leathers for their manufacture, so that variations in tone, marks or veins are natural characteristics that should not be considered as skin imperfections.

To maintain and preserve your item in the best condition, avoid prolonged and direct exposures to sources of light and heat. We advise you to always keep the product in its original packaging.

Avoid contact with water, grease, perfumes or cosmetics. If your TRENCADÍS item gets wet, remove excess water, without rubbing, with a soft cloth to absorb moisture and allow to dry at room temperature.

Our leathers, due to their transformation process, can produce a slight transfer of color when rubbed, especially in humid environments. Keep this point in mind, particularly in the case of suede and when wearing light colored garments.

Manufactures Velasco, SL respects international regulations for the protection and conservation of nature in all its creations.

After-Sales Service:

Our Customer Service team is at your disposal to answer your questions from Monday to Friday at the e-mail address: contact@trencadismarroquineria.com.es

