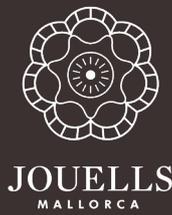


# Terms & Conditions

## 1. GENERAL CONDITIONS PRIOR TO CONTRACTING

1. These General Conditions expressly regulate business relations between JOUELLS and Private Users who purchase the products that JOUELLS may offer from time to time for online sale through the JOUELLS website, [www.jouells.com](http://www.jouells.com) (hereinafter, the "Website").
2. These General Conditions have been drafted Pursuant to the provisions of Act 34/2002 of 11 July 2002, on Information Society and Electronic Commerce Services, Act 7/1998 on the General Conditions for Contracts, Royal Legislative Decree 1/2007, of 16 November 2007, approving the Consolidated Text of the General Act on the Protection of Consumers and Users and other complementary laws, and Act 7/1996, of 15 January 1996, on the Organisation of Retail Trade.
3. JOUELLS may unilaterally modify the layout and content of these General Conditions at any time it deems appropriate. Notwithstanding the above, the General Conditions applicable to a given transaction will be those in force at the time of its formalization.
4. The terms and conditions applicable to the purchase of the Products offered for sale to the public by JOUELLS through its Website will be all those described in these General Conditions and those detailed on the Website throughout the online purchase process. By using the Website, users represent to know and accept the different procedures necessary to access and purchase the different Products offered on the Website.



## **2. IDENTIFICATION OF VENDOR AND CUSTOMERS**

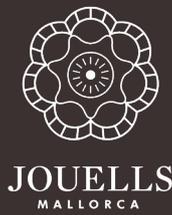
1. The owner of the website and hence, the vendor, is Iliberia Investment, SLU, with Tax ID No. B86376084 and registered offices at (07001) Palma de Mallorca, calle Portella, 8, telephone +34 971717165 - +34 670646547 and e-mail info@jouells.com. It is a company included in the Company Register of Madrid, volume 29525, Folio 12 and page M-521322.
2. To be able to make purchases from the Website it will be necessary for Customers to place their order indicating the product and quantities they wish to purchase. They will also have to identify themselves to proceed with the preparation of the respective invoice with personal data and contact de-tails.

## **3. NATURE OF THE WEBSITE**

For the online purchase of Products, Customers must be a natural or legal person, with sufficient legal standing to carry out the purchase.

## **4. PPRODUCTS OFFERED**

1. JOUELLS will have available an updated price list and publish the features, sizes and manufacturing material of the products.
2. Prices are expressed in euros and include the applicable VAT on each product as well as any other applicable taxes.
3. The price of each Product does not include shipping costs to the Custom-er's address or any other transport costs or customs duties. In any case, shipping costs shall be borne by the Customer, unless otherwise agreed.
4. In the event that a specific Product is out of stock, JOUELLS shall notify the customer, indicating the approximate date on which the product is ex-pected to be available.



## **5. PURCHASE SYSTEM**

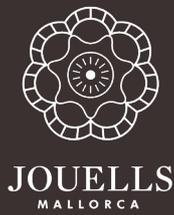
1. Customer must choose the products and quantities of each on the purchase page, and indicate the shipping address to calculate shipping costs.
2. After choosing the products and determining the shipping costs have been calculated, the customer is to pay for them through a secure payment gateway.
3. The Customer will receive an invoice that will be sent to the e-mail address that has been duly entered in the system.

## **6. PRODUCT DELIVERY**

4. The Products are sent to the address indicated by the buyer by postal mail, or through parcel services (SEUR, NACEX, UPS or DHL).
5. The maximum lead time is one week.

## **7. DEFECTIVE PRODUCTS**

1. If, upon receipt of the order, the Customer observes that the product is defective, the Customer may request the Product to be replaced, unless it is objectively impossible or disproportionate in accordance with the Law. The Customer should send a message to [info@jouells.com](mailto:info@jouells.com) explaining the case and proceed to return it, at JOUELLS's expense, regardless of the liability set out in article 123.1 of Royal Legislative Decree 1/2007, of 16 November 2007, approving the Consolidated Text of the General Act on the Protection of Consumers and Users. This notification must be sent within one week from the receipt of the product.
2. In any case, the client has the right to withdraw and cancel the order, provided that it is made within fourteen calendar days since the product was received, bearing the



cost of return shipping and provided that it is not a product made to measure and by express order, in which case the Customer cannot withdraw. The purchase amount will not be returned until receipt of the merchandise and verification that it is in perfect condition and with the original packaging. The refund of the amount will be made by the same means used to make the payment.

3. Imperfections in jewels are what give them character, beauty and value, and are not considered defects.

## **8. PERSONAL DATA PROTECTION**

Consult the Privacy Policy.

## **9. NOTIFICATIONS**

For the purposes of these General Conditions, and for any communication required between JOUELLS and Users, the latter should contact the former via e-mail at the following address: [info@jouells.com](mailto:info@jouells.com).

## **10. APPLICABLE LAWS AND JURISDICTION**

Any dispute that may arise from the application of these rules shall be governed by the laws of Spain and, to the maximum extent permitted by law, shall be subject to the jurisdiction of the Courts of Palma de Mallorca.



**JOUELLS**  
MALLORCA

### **Annex I. Withdrawal form model**

(You should only fill out and send this form if you wish to withdraw from the agreement and send it to [info@jouells.com](mailto:info@jouells.com))

I, \_\_\_\_\_, of legal age, residing at \_\_\_\_\_, hereby notify you that I withdraw from the purchase of \_\_\_\_\_ with order number \_\_\_\_\_ made on the following date: \_\_\_\_\_.

Date and signature: