

GENERAL CONDITIONS FOR THE ONLINE SALE OF PRODUCTS AND SERVICES BETWEEN ADRIANNE AND USERS (HEREINAFTER REFERRED TO AS "GENERAL CONDITIONS")

1. GENERAL CONDITIONS PRECEDENT TO THE CONTRACT

a) These General Conditions will expressly regulate the commercial relations arising between Andrea Ramos García (hereinafter ADRIANNE) and the Private Users (as defined in the Legal Notice) who, through the website www.adriannemadeinspain.com (hereinafter the "Website") owned by Andrea Ramos García, acquire the products offered at any time to Private Users specifically for online sale (hereinafter the "Products") (hereinafter the "Customers").

b) These General Conditions have been drawn up in accordance with the provisions of Law 34/2002, of July 11, on Information Society Services and Electronic Commerce, Law 7/1998 on General Contracting Conditions, Royal Legislative Decree 1/2007, of November 16, approving the Revised Text of the General Law for the Defence of Consumers and Users and other complementary laws, Law 3/2014 of March 27 amending the Revised Text of the General Law for the Defence of Consumers and Users and other complementary laws, and Law 7/1996 of January 15 on the Regulation of Retail Trade.

c) ADRIANNE will be able to modify unilaterally, at any moment that it considers opportune, the configuration and content of the present General Conditions. Nevertheless, the General Conditions applicable to a certain transaction will be those in force at the moment of its formalization.

d) The terms and conditions applicable to the purchase of the Products offered for sale to the public by ADRIANNE through its Website www.adriannemadeinspain.com will be all those described in these General Conditions and which will be detailed on the Website throughout the online purchase process. Through the use of the Web Site, the users declare to know and accept the different procedures necessary to access the different Products offered in the Web Site as well as to formalize the purchase of the same.

e) The Customer accepts without any reservation the General Sales Conditions when placing an order of Products to Andrea Ramos Garcia having previous knowledge of their content, having provided her with a copy of them, as well as being published on the Internet website <http://www.adriannemadeinspain.com>, in a downloadable and printable version.

2. SELLER AND CUSTOMER IDENTIFICATION

a) The identification details of www.adriannemadeinspain.com are as follows: Andrea Ramos García DNI 71281242X Registered address at Calle Sanz Pastor 7, 5C 09003-Burgos (Burgos), Email address: info@adriannemadeinspain.com

b) In order to be able to make purchases from the Website, it will be necessary for Customers to place their order by marking the product and quantity they wish to purchase.

3. NATURE OF WEBSITE

a) For the remote acquisition of the Products, the Customer must meet the following characteristics:

Be a natural or legal person with residence or domicile in international territory.

In case you are a natural person, you must be of legal age and have sufficient legal capacity to make the acquisition.

In the case of a legal entity, the person placing the order must have sufficient powers to carry out the transaction on behalf of the legal entity.

In any case, it must be considered as a final consumer, in accordance with the provisions of Royal Legislative Decree 1/2007, of 16 November, which approved the Revised Text of the General Law for the Defense of Consumers and Users, that is, for the Customer's own consumption or that of persons on whose behalf the Customer is legally authorised to act.

Consequently, wholesale companies, distributors, purchasing centres, department stores and other professional intermediaries in the same sector as www.adriannemadeinspain.com are excluded from using the website.

b) In accordance with the above, the resale of Products purchased through the Website is strictly prohibited.

4. OFFERED PRODUCTS

a) ADRIANNE will publish, together with the image of each of the Products that are sold through the Web Site, the specific characteristics of each one of them and the applicable sale price.

b) ADRIANNE guarantees that the price of the Products will be the one in force the day of the formalization of the purchase independently of the day in which the delivery of the order is formalized.

c) If there are applicable offers on the price of the Products, these will be indicated next to the initial price with a different typography that allows the Client to clearly identify the final price of the Product. In any case, the temporary period of validity of the offer shall be indicated.

d) ADRIANNE may, unilaterally and at any time, offer new Products for sale on the Web Site, as well as suspend or cancel, temporarily or indefinitely, any of the products.

e) The prices established on the Website will include the applicable VAT on each product as well as any other taxes that may be applicable. ADRIANNE undertakes to keep the prices updated in accordance with the applicable tax at all times.

f) Andrea Ramos García guarantees the availability of all the Products offered on the Website.

5. PURCHASE SYSTEM

a) The Customer must select the chosen product he wishes to purchase and the quantity thereof. This operation must be visualized in "my account" and fill in the requested information. The purchase procedure will be in Spanish and English.

The User must fill in and/or check the information requested at each step for the purpose of executing his/her purchase. Subsequently, the User will receive an e-mail confirming that his/her order or purchase request has been received, which will be considered as confirmation of the order placed. At the time of purchase, the User acknowledges that he/she is aware of and accepts the particular conditions of the product in question, indicating, by way of illustration but not limitation, the name and characteristics of the product.

b) If desired, the Customer can create a User session so that his information is remembered on the next purchase.

6. INVOICING AND FORM OF PAYMENT

a) The Customer will receive an invoice in digital format and may request, if he so wishes, the sending of the corresponding invoice in paper format without additional charge. The invoice will be sent to the e-mail address duly indicated by the Customer.

b) In accordance with Royal Decree 1619/2012 of November 30 approving the regulations governing invoicing obligations, the deadline for the issue of invoices by Andrea Ramos García will be the 16th of the month following that in which the purchase was made by the Client.

c) The payment of the orders must be made by means of payment system Bank transfer, credit card: Visa, Visa Electron, Mastercard and American Express

7. DELIVERY, SHIPMENT AND EXPENSES

a) ADRIANNE products are delivered to the customer's home through the courier company NACEX.

b) Delivery schedule: The purchase will be delivered from Monday to Friday, except holidays.

c) Delivery zones: ADRIANNE will distribute its products in all the international territory.

d) Transport costs: For shipments to Spain (peninsular), the Canary Islands, the Balearic Islands, Ceuta, Melilla, and Portugal the shipping costs will be FREE.

For shipments to the following destinations in Europe: France, United Kingdom, Italy, Belgium, Holland, Luxembourg and Germany, shipping costs will be FREE.

For all other international shipments, shipping costs will be calculated once you enter your shipping address in the shopping cart. please contact us directly at info@adriannemadeinspain.com.

The previous delivery expenses may be reduced or even eliminated in case of special promotions that, eventually or temporarily, may be established by ADRIANNE on those costs, and provided

that it expressly informs its customers.

Expenses arising from customs, duties and/or other similar taxes shall be at the expense of the customer.

e) Delivery time: The Products will be delivered to the address indicated by the Customer within a maximum period of 30 days from the date of receipt of payment. For orders from foreign countries, please contact us directly at info@adriannemadeinspain.com.

8. DEFECTIVE PRODUCTS

a) If, at the time of its delivery to the Client by ADRIANNE, the Product presents defects or faults in accordance with what has been agreed between the Parties, the Client can ask ADRIANNE for a replacement of the Product, unless this is objectively impossible or disproportionate in accordance with the applicable legislation. The communication will be carried out in accordance with the provisions of Section 9 below.

b) The Client will have to inform ADRIANNE about the existence of the mentioned lack of conformity within a period of two (2) months since he had knowledge of them.

d) If the existence of non-conformities in the Product is confirmed, ADRIANNE will carry out the replacement of the same one without any cost for the Client, within a reasonable term that will not be superior to fifteen (15) days after the collection of the Product by ADRIANNE. In the event that the replacement of the Product is not possible, the Customer may choose between (i) requesting a reduction in the price of the Product in proportion to the lack of conformity of the Product or (ii) terminating the Contract. However, the termination will not be carried out when the lack of conformity of the Product is of little importance, in accordance with the applicable regulations.

9. RIGHT OF WITHDRAWAL OF ORDERS. CHANGES AND RETURNS.

For the products offered on this website, the user has a period of 14 calendar days to withdraw from the contract made, proceeding to the refund of the amounts collected for this purpose. The refund to the customer will be by the same method of payment used by the customer at the time of making the initial purchase transaction. The period of 14 days will count from the reception of

the Product in the address selected by the buyer.

The right of withdrawal shall not apply to personalised items.

If the reason for the return is the bad condition of the product or having received a wrong product, the return will be made without any additional cost. In any other case, the costs incurred in the return will be paid by the customer.

You may exercise your right of withdrawal by providing the reference of the Product and your personal data, by e-mail or by means of the attached form.

To the attention of Andrea Ramos García Address: Calle Sanz Pastor 7, 5C 09003-Burgos (Burgos),
Email: info@adriannemadeinspain.com.

I/we hereby inform you (*) that I/we withdraw from our (*) contract of sale for the following service (*)

• Product name (*): _____

• Requested on (*): __ / __ / ____

• Received on (*):__ / __ / ____

• Name:

(name of the consumer and user or consumers and users).

• Address:

(address of the consumer and user or consumers and users).

Signature of the consumer and user or of the consumers and users:

(only if this form is submitted on paper).

Date: __ / __ / ____

For the return or exchange of an article acquired in ADRIANNE, the process to follow is the following one:

1. Request the return or exchange by email to info@adriannemadeinspain.com within a period not exceeding 14 calendar days from the date of receipt of the item. To help us continue to improve, please tell us the reason for the return. For personalized items no changes or returns will be accepted.

2. In exchanges or returns, items must be sent in their original state, including labels, cards and packaging, and in conditions that demonstrate that the product has not been used, washed or damaged.

3. The article will be sent to the following address:

ADRIANNE MADE IN SPAIN (Andrea Ramos)

Calle Sanz Pastor 7, 5C

09003 BURGOS (SPAIN)

Until we receive the item for exchange or return in our warehouse, it is your responsibility. The item will be sent by courier or registered mail and you must keep proof of shipment.

Frequently asked questions about returns:

Do I have to pay anything for my return/exchange?

ADRIANNE only assumes the shipping costs in the following cases:

Change of product in general (only in the peninsula).

Wrong shipments or defective products.

For all other returns, shipping costs are borne by the customer. In the case of special promotions, where the shipping costs have been free, the customer must assume the transport costs of the return or exchange.

To return or exchange an item purchased at www.adriannemadeinspain.com, simply contact a courier company or the Post Office and send the item to the address above.

How will I receive my refund?

Once the return is approved, you will receive the amount in the same way you made the payment.

When will I receive my refund?

The return will be approved as long as the items are in perfect condition, keeping all the labels.

Once we approve the return, you will receive a confirmation email indicating that the amount will be credited to your account within a few days.

Remember that the credit card payment is always dependent on your bank.

What if the amount of the refund made is incorrect?

If this happens, please contact us by email at info@adriannemadeinspain.com. We will try to solve the problem as soon as possible.

ADRIANNE reserves the right to refuse returns requested or sent after the deadline (deadline not exceeding 14 calendar days) or articles which are not in the same condition as they were received.

Frequently asked questions on changes:

Can I change my items?

Yes, you have the following options:

1-Change it of COLOR, as long as the amount is the same, without any additional payment.

2-If you want to change it for another model, you must request a return and make a new purchase online.

How long do I have to make the change?

The deadline for both exchanges and returns is the same, 14 calendar days from the shipping confirmation email.

If you have any questions, please contact us through our email info@adriannemadeinspain.com. We will be happy to help you with anything you need.

10. PERSONAL DATA PROTECTION

Consult the [Privacy Policy](#)

11. COMMUNICATIONS.

For the purposes of these General Conditions, and for any communication that may be necessary between Andrea Ramos García and the Users, the latter must contact Andrea Ramos García by e-mail (sent to info@adriannemadeinspain.com) or by written communication addressed to Andrea Ramos García Calle Sanz Pastor 7, 5C 09003-Burgos (Burgos).

12. CUSTOMER SERVICE.

The user may contact the Customer Service Department by e-mail at info@adriannemadeinspain.com.

13. PERFECTION OF THE CONTRACTS. .

The validity of contracts concluded by electronic means is covered by Article 23, paragraphs 1 and 3, of Law 34/2002 on Information Society Services and Electronic Commerce: "Contracts concluded by electronic means shall be equally valid and shall produce all the effects of the Civil and Commercial Legal Order.

The Contract is perfected from the moment that the client manifests his conformity with these conditions of contracting on having pressed the button of Acceptance and Reading of the above mentioned conditions and after having completed correctly the form offered from the server of the web www.adriannemadeinspain.com or also for the deposit or remission of the above mentioned acceptance for any other electronic or traditional way in the offices of the head office.

After such acceptance, the customer will receive notification from www.adriannemadeinspain.com automatically sent to the email address provided in the Registration phase. This e-mail will be sent within 24 hours and will show the information related to your registration and the modality of the contract selected with the specific conditions that apply to each modality at each moment and that

are accepted together with these general conditions at the moment of the contract. However, as this is a technical and automatic element, the reception of this e-mail may not take place due to technical reasons beyond the control of www.adriannemadeinspain.com.

In these cases the customer must contact our customer service to make the shipment effective.

The client agrees that it will not be necessary to confirm the receipt of the acceptance of the contract when it has been concluded exclusively through the exchange of electronic mail or other equivalent electronic communication, as established in article 28.3 b) of Law 34/2002 on Information Society Services and Electronic Commerce, as well as the provisions of RD 1906/1999. The parties agree to legally equate the customer's signature to that made by any type of keys, codes or identifying security elements. Without prejudice to the above, Andrea Ramos García may require written confirmation when he considers it necessary.

14. NULLITY OF THE CLAUSES.

If any provision of this contract shall be unlawful, void, or for any reason unenforceable, then that unlawfulness, void, or for any reason unenforceable shall be limited to that provision alone and shall not affect the validity and enforceability of any remaining provisions.

15. APPLICABLE LAW AND JURISDICTION.

Any conflicts 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 submitted to the Courts of Burgos.