



OLEANZA



## TERMS OF SALE OLEANZA

These Terms of Sale will apply to orders for products with the Registered Trademark "Oleanza" ([www.oleanza.com](http://www.oleanza.com)) made to ECO ALLIANCE, S.A.U. These Conditions of Sale will apply to product orders made within Spain and Portugal. If you want to purchase our products outside of Spanish or Portuguese territory, you must contact the company's management so that they can provide you with the specific conditions of sale for each country in question. ECO ALLIANCE, S.A.U. will issue the corresponding invoice, which will be delivered together with the products purchased.

**Payments.** They will always be made in Euros by transfer, credit card or PayPal:

- By bank transfer, it will be made in favor of ECO ALLIANCE, S.A.U. before 15 business days from when the order was placed, to the account number of the company that you receive by e-mail. In case of not receiving confirmation of the transfer after this period, the order will be canceled. In the concept you must indicate your name and the order reference.
- By Visa credit card, you only have to provide us with your card number, the expiration date and the CVV2 security code. In this case, your data will be encrypted and sent under a secure server to the virtual POS of the SERVIDED platform. ECO ALLIANCE, SAU reserves the right to modify the prices of its products at any time, in which case the new prices will be immediately applicable to the new orders that you make, as well as to the modifications that you request in relation to previous orders, it being understood in any case that price changes will not apply to orders already placed that are in the process of delivery.
- Through PayPal, all data is processed directly by Paypal so that ECO ALLIANCE, S.A.U does not collect any banking data from the customer.

**Taxes.** The corresponding VAT rate will be applied to the prices of the products, except in the Canary Islands, Ceuta and Melilla, which will apply their own taxes collected in a customs document (DUA).

**Sending conditions.** Shipping costs will be calculated according to the rates of the transport company for each logistics area.

**Shipping order.** Orders are sent before 6:00 p.m. every working day from Madrid. Orders received and paid before 1:00 p.m. will be prepared and shipped the same day. Those received and paid after that time, will be sent the next day. The delivery time of your order within the peninsula is a maximum of 72 hours (Balearic, Canary, Ceuta and Melilla customers will be informed of the expected delivery time when their order has been correctly processed). Orders will not be delivered to PO boxes. The shipment is made through an express parcel company and will be sent directly to the shipping address that you indicate in the order form. The delivery period described will be effective in the event that the customer is reachable at the place of delivery during that period, therefore, the products will be understood to be delivered on the date on which ECO ALLIANCE, S.A.U. put them at your disposal at the place of delivery. The order will be canceled and returned to our facilities in any of the following cases:

- Delivery cannot be made when it is attempted three times.
- It is not possible to contact the customer within 8 business days after the first failed delivery attempt.

Orders already paid and returned will be reimbursed, discounting the expenses generated by the transport.

**Guarantee.** ECO ALLIANCE, S.A.U. states that our products have the highest quality guarantee and their certification as organic, as well as the necessary corresponding analytics. The products purchased on the Website always have information at least in Spanish, and a customer service in Spain. For more information, you can contact us by e-mail at [info@oleanza.com](mailto:info@oleanza.com).

**Returns.** Our maximum objective is the satisfaction of our customers, therefore we want to make sure that the product you have purchased corresponds to your expectations. If not, you have 5 business days, counting from the day of receipt of merchandise, to return the product. Simply write us an email to [info@oleanza.com](mailto:info@oleanza.com) indicating your Name, Address, Telephone Number, DNI, order number and the product you wish to return. The collection of the product will be managed by ECO ALLIANCE, S.A.U and the direct expenses derived from this return will be assumed by the customer. The refund of the purchase will be made, in any case, upon receipt of the items by ECO ALLIANCE, S.A.U after checking the status of the merchandise, which must be unused and in its original packaging. The refund of the amount (shipping costs not included) will be made through a check in the name of the person who has placed the order. In the event that in a return the item is not in the aforementioned conditions, that is, that it has been given a use that does not correspond to its normal use, it will be sent back to the customer, also charging the shipping corresponding. In the event that the product reaches the customer in damaged or defective conditions, it will be exchanged for the same product in perfect condition.