

## Purchase conditions

### PULL & BEAR CONDITIONS OF USE AND PURCHASE

#### 1. INTRODUCTION

This document (together with all documents mentioned herein) establishes the conditions governing the use of the website [www.pullandbear.com](http://www.pullandbear.com) and the purchase of products on the same (hereinafter referred to as the "Conditions"). We ask you to read these Conditions, our Cookies Policy and our Privacy Policy (together, the "Data Protection Policies") carefully before using this website. By using this website or placing an order on the same, you agree to be bound by these Conditions and by our Data Protection Policies. Consequently, if you do not agree with all of the Conditions and with the Data Protection Policies, you should not use this website.

These Conditions may be modified. It is your responsibility to read them periodically, as the conditions in effect on the day each Contract is entered into (as defined below) or, if none is undertaken, at the moment you use the website shall apply.

If you have any questions related to the Conditions or the Data Protection Policies, you may contact us with our contact form.

The Contract (as defined below) may be formalised, as you wish, in any of the

languages in which the Conditions are available on this website.

#### 2. OUR DETAILS

The sale of items on this website is made under the designation Pull & Bear by PULL & BEAR MÉXICO, S.A. DE C.V., a Mexican company with

registered address at C/ Poniente 146, nº 730, Colonia

Industrial Vallejo, Delegación Azcapotzalco and Tax ID P&B0108104K7 .

#### 3. YOUR DETAILS AND YOUR VISITS TO THIS WEBSITE

The personal information or details you provide on yourself shall be processed in accordance with the Data Protection Policies. By using this website, you agree to the processing of said information and details and state that all information or details provided to use are true and accurate.

#### 4. USE OF OUR WEBSITE

By using this website and placing orders on the same, you agree to:

- i. Use this website for the purpose of making enquiries or placing legally valid orders only.
- ii. Not place any false or fraudulent order. If it can be reasonably considered that you have placed an order of this type, we shall be authorised to cancel it and notify the corresponding authorities.
- iii. Provide us with your email address, mailing address and/or other contact details truthfully and accurately. Likewise, you agree that we can make use of said information to contact you if necessary (see our Privacy Policy).

If you do not provide us with all the information we need, we will not be able to process your order.

When placing an order through this website, you declare that you are over 18 years old and have the legal capacity to enter into contracts.

#### 5. SERVICE AVAILABILITY

The items offered via this website are only available for delivery within the Republic of Mexico, except in those areas or zones where, due to difficulty of access, communication or similar considerations, it can be justified that said offer is not available.

#### 6. FORMALISING THE CONTRACT

No contract will exist between you and us for any product until we have expressly accepted your order. If your offer is not accepted and your account has already been charged, the amount shall be refunded in full.

To place an order, you must follow the online purchase procedure and click on "Authorise payment".

All orders are subject to our acceptance. When your order is accepted, you will be notified with an email in which we confirm shipment of the product ("Delivery Confirmation"). The contract between you and us for the purchase of a product ("the Contract") will only be formalised when we send you the Delivery Confirmation.

The Contract shall apply only to the products listed in the Delivery Confirmation. We shall not be obligated to supply you with any other product that may have been included in the order until we confirm delivery of the same in a Delivery Confirmation.

#### 7. PRODUCT AVAILABILITY

All product orders are subject to availability. Due to causes of force majeure or difficulties delivering the products or if there are no items in stock, we reserve the right to provide you with information on replacement products of equal or greater quality and value that you may order. If you do not wish to order these replacement products, we will refund any amount that you may have already paid, reinforcing that we always make our best effort to keep the website updated.

#### 8. REFUSAL TO PROCESS AN ORDER

We reserve the right to remove any product from this website at any time and to remove or modify any material or content from the same. Although we will always do everything possible to process all orders, there may be exceptional circumstances that force use to reject the processing of an order after having sent the Order Confirmation, so we reserve the right to do so at any time.

#### 9. DELIVERY

Notwithstanding the provisions of Clause 7 above regarding product availability and with the exception of extraordinary circumstances, we will endeavour to send the order consisting of the product(s) listed in each Delivery Confirmation prior to the date indicated in the

Delivery Confirmation in question or, if no delivery date is specified, within the estimated time frame indicated when selecting the shipping method. The maximum delivery period is 10 working days; in exceptional circumstances, the maximum delivery period is 30 days from the date of the Order Confirmation.

Nevertheless, delays may arise due to product personalisation, the occurrence of unforeseen circumstances or due to the delivery area.

Virtual gift cards will be sent on the date you specified when placing the order.

If for any reason we are unable to meet the delivery date, we will inform you of that situation, and we will give you the option of continuing with the purchase, establishing a new delivery date, or cancelling the order for a full refund of the amount paid. In any case, keep in mind that we do not make home deliveries on Saturdays or Sundays, with the exception of virtual gift cards, which are delivered on the date of your choice.

For the purposes of these Terms and Conditions, a “delivery” will be deemed completed or the order will be deemed “delivered” when you or a third party indicated by you acquires the material possession of the products, accredited with the signature of receipt of the order at the delivery address specified.

The virtual gift card will be delivered in accordance with the Gift Card Terms and Conditions of Use, and in any case, on the date and to the email address indicated by you .

10. INABILITY TO DELIVER

In the event it is impossible for us to deliver your order, it will be returned to our warehouse.

Likewise, we will leave a note explaining where your order is located and how to have it delivered again. If you will not be at the delivery location at the agreed time, please contact us to arrange delivery another day.

If 30 days after the order is available for delivery, the order could not be delivered for reasons beyond our control, we will assume that you wish to cancel the Contract and we will consider it to be rescinded. As a result of the Contract cancellation, we will refund the amount paid for the products as soon as possible and, in any case, within a maximum of 30 days from the date on which, in accordance with this Clause, we consider the Contract to have been cancelled. Please keep in mind that the transport derived from Contract cancellation may have an additional cost, and we shall be authorised to charge you for the corresponding costs.

This clause will not be applicable to the virtual gift card, the delivery of which will be governed by the Terms and Conditions for Use of the Gift Card and the provisions of Clause 9 above.

11. TRANSFER OF RISK AND OWNERSHIP

Product risks shall be your responsibility from the moment of delivery.

12. PRICE AND PAYMENT

The prices on the website include VAT, but exclude delivery fees, which will be added to the total amount due as indicated in our Shopping - Delivery Guide.

Prices may change at any time, but any such changes will not affect orders for which the Order Confirmation has already been sent.

Once you have selected all the items you wish to purchase and added them to your basket, you must process the order and submit payment. To do so, you must follow the steps of the purchase process, filling in or verifying the information at each step as requested. During the purchase process and before submitting payment, you may change the details of your order. You can see a detailed description of the purchase process in the Shopping Guide. Also, if you are a registered user, you can see a breakdown of all the orders you have placed in the My Account section.

You can pay using Visa, Mastercard, Affinity and Paypal. Likewise, you can pay a part or all of the price of your purchase using the Gift Card issued by Pull & Bear México, S.A. de C.V. Nevertheless, if you place an order with one of the electronic devices available in specific PULL&BEAR stores in the Mexico, you can pay for it using any of the payment methods available in said stores directly at the till. Additionally, you may pay for your order cash on delivery in the store using any of the payment methods available at the till.

To minimise the risk of unauthorised access, your credit card details are encrypted. Once we receive your order, we will place a pre-authorisation on your card to ensure that there are sufficient funds to complete the transaction. The card will be charged as soon as your order leaves our warehouse. If your payment method is PayPal, the charge will be made as soon as we confirm the order. However, if the method of payment is cash on delivery in the store, the amount will be charged in the store via any method of payment available.

By clicking on "Authorise Payment" you are confirming that the credit card is yours or that you are the legitimate holder of the Gift Card.

Credit cards are subject to verification and authorisation by the issuing entities. However, if the entity does not authorise the payment, we shall not be held liable for any delay or failure to deliver, and we will be unable to formalise any Contract with you.

13. PURCHASING AS AGUEST

This website also lets you shop as a guest. In this purchase mode, you will be asked for only the basic information needed to process your order. After the purchase process is complete, you will be given the option of registering as a user or continuing as a non-registered user.

14. QUICK PURCHASE

You can use the quick purchase option (hereinafter, "Quick Purchase") to shop on this website more easily, without having to enter your delivery, invoicing and payment information for each purchase. Quick Purchase will be available in the Basket section.

To use Quick Purchase, you must store your card details. You can do this by checking the “store my card details” option when making a purchase using any of the cards accepted on this website. This implies the storage of the following card details: card number, card holder name as it appears on the card and expiry date.

To store your card details and use Quick Purchase, you must accept the current Conditions and Privacy Policy. Upon accepting the use of Quick Purchase, you authorise that purchases paid using said feature are charged automatically to the card linked to said feature. The use of cards will be governed by the conditions undersigned by you and the issuer of the card.

You can store as many cards as you wish in Quick Purchase, so you must make at least one payment with each card. If you save the details of more than one card, the card whose details were stored most recently will be considered your “Favourite Card” and will be the default card used for making purchases with Quick Purchase. Nevertheless, you can change your Favourite Card in the “My Account” section of this website.

To use Quick Purchase, you only need to click the “Quick Purchase” button that will appear in the Basket. Ascreen will appear

immediately showing the order delivery, invoicing and payment details. The information on this screen cannot be edited; if any information is incorrect, do not finalise the purchase. If you need to make the payment using other information, do not use Quick Purchase.

You can change the Favourite Card associated with Quick Purchase in the My Account section of this website.

15. VALUE ADDED TAX

Pursuant to the Value Added Tax Act, the sale of goods in Mexico is considered a taxable activity for the purposes of this tax. A sale is deemed to take place in Mexico when the market in which the good is located when it is sent to the purchaser and when, not having delivered the same, the material of the good is delivered in the market by the vendor.

In light of the above, any orders placed shall be subject to the general rate of value added tax, which currently stands at 16%.

16. RETURN POLICY

16.1 Right to cancel the Contract

16.1.1 Content of the Right

If you enter into this contract as a consumer and user, you are entitled to cancel the Contract within a maximum period of 30 calendar days starting on the date of the Delivery Confirmation without the need to provide grounds for such cancellation under the terms and according to the procedure contained in this Section 16.1.

To exercise your right to cancel, you must notify PULL & BEAR MÉXICO, S.A. DE C.V by e-mail at [contact\\_mx@pullandbear.com](mailto:contact_mx@pullandbear.com) or on our contact form stating your decision to cancel the purchase by means of a clear statement.

You shall not be entitled to cancel the Contract when it is for the supply of any of the following products:

- i. Customised articles.
- ii. Music CDs/DVDs without their original wrapper.
- iii. Goods sealed for reasons of hygiene that have been unsealed after delivery.
- iv. Tights.
- v. Underwear.
- vi. Hair articles.

Your right to cancel the purchase shall apply exclusively to articles that are returned in the same conditions in which you received them. No refunds shall be made if the article has been used beyond merely opening the package, for articles that are not in the same condition as when they were delivered or that have been damaged, so you must take care of the article(s) while in your position. Please return the article using or including all original packaging, the instructions and other documents that may accompany it. In any case, you return the product together with the receipt that you received when the product was delivered, duly completed.

Gift Card returns are governed by the Gift Card Conditions of Use.

16.1.2 Returning products

You can return the products to us at any of our Pull&Bear shops in the Republic of Mexico that has the same section of goods that you wish to return. In this case, you must go to any of those shops and provide, together with the article, the return document (hereinafter referred to as the “receipt”), which you will have received when the product was delivered to you, duly completed. You can also make the return at a drop off point.

· Returns at Pull&Bear stores.

You can return the products to us at any of our Pull&Bear shops in the Republic of Mexico that has the same section of goods that you wish to return. In this case, you must go to any of those shops and provide, together with the article, the return document (hereinafter referred to as the “receipt”), which you will have received when the product was delivered to you, duly completed.

· Returns at a drop off point.

You must contact us through our return request. You must return the goods in the same package in which you received them, following the instructions you will find in the “RETURNS” section on this website. If you have made a purchase as a guest, you can request the return via messenger/courier by emailing us at [contact.mx@pullandbear.com](mailto:contact.mx@pullandbear.com) or using our contact form.

Neither of the two options will incur an additional cost for you.

If you do not want to return the products via either of the free options available to you, you will be responsible for the costs of the return. Keep in mind that if you decide to return the items via freight collect, we will be authorised to charge you for any costs we incur. Orders made using the electronic devices available in specific Pull&Bear stores in Mexico and paid for at the till in the same store must be returned, without fail, to PULL&BEAR stores in Mexico.

Returns for orders made using cash on delivery and paid at the till in the store must always be carried out at PULL&BEAR stores in Mexico. Should you withdraw on your own behalf, we will return all payments received from you and we will reimburse you using the same payment method you used for the initial transaction.

If 10 days have passed since your order was available for delivery and store payment, and the order could not be picked up for reasons which cannot be attributed to us, we will understand that you wish to withdraw from the contract and we will consider it to be terminated.

16.1.4 Assessment of the condition of the product and, where appropriate, refund

In the event you have decided to return the item(s), we will examine the state of the product to ensure that it is returned in the same condition as you received it. After examining the item, we will notify you if you have the right to a refund of the amount paid. The refund will be made without undue delay and, in any case, no later than 20 calendar days from the date on which we send you the email confirming the refund. We will make the refund using the same payment method used by you for the original transaction. You will not be charged in any way for the refund, unless you did not complete the return by any of the options offered in section 16.1.3 above.

16.2 Cancellation of the purchase due to hidden defects or faults.

16.2.1 Content of the Right

In addition to the right to cancel granted in subsection 16.1 above, PULL & BEAR MÉXICO, S.A. DE C.V grants consumers the right to cancel due to hidden defects or faults as per the terms and procedure indicated in section 16.2.

This right consists of a commitment from us to accept the exchange or return of your products within the first 90 days following the date on which you or a third party designated by you, other than the courier, took material possession of the goods or, in the event that the goods comprising your order are delivered separately, 90 calendar days from the day on which you or a third party designated by you, other than the courier, took material possession of the last item comprising said goods, when these contain hidden defects or faults that make them unfit for the purpose for which they are usually used; reduce the quality thereof or the possibility of use thereof; or do not offer the level of safety that, given their nature, may normally be expected of them for their reasonable use.

Your right to cancel the Contract shall apply exclusively to the products that are returned in the same condition as you received them, except for the hidden defect or fault. Please return the item using or including all of the original packaging, instructions and other documents that may be included. In any case, you must provide, along with the product to be returned, the receipt you received when the product was delivered, duly completed.

16.2.2 Exercising the right

In the event that you consider that the product does not meet the terms of the Contract due to hidden defects or faults, you must contact us immediately and no later than the period of 90 days mentioned in Section 16.2.1. above via our contact form, providing us with the details of the product and of the damage or hidden fault in question.

16.2.3 Returning products

You can return the products to us at any of our Pull&Bear shops in the Republic of Mexico that has the same section of goods that you wish to return. In this case, you must go to any of those shops and provide, together with the article, the return document (hereinafter referred to as the “receipt”), which you will have received when the product was delivered to you, duly completed. You can also make the return at a drop off point.

· Returns at Pull&Bear stores.

You can return the products to us at any of our Pull&Bear shops in the Republic of Mexico that has the same section of goods that you wish to return. In this case, you must go to any of those shops and provide, together with the article, the return document (hereinafter referred to as the “receipt”), which you will have received when the product was delivered to you, duly completed.

· Returns at a drop off point.

You must contact us through our return reques. You must return the goods in the same package in which you received them, following the instructions you will find in the “RETURNS” section on this website. If you have made a purchase as a guest, you can request the return via messenger/courier by emailing us at [contact.mx@pullandbear.com](mailto:contact.mx@pullandbear.com) or using our contact form.

Neither of the two options will incur an additional cost for you.

If you do not want to return the products via either of the free options available to you, you will be responsible for the costs of the return. Keep in mind that if you decide to return the items via freight collect, we will be authorised to charge you for any costs we incur. Orders made using the electronic devices available in specific PULL&BEAR stores in Mexico and paid for at the till in the same store must be returned, without fail, in PULL&BEAR stores in Mexico.

Returns for orders made using cash on delivery and paid at the till in the store must always be carried out at PULL&BEAR stores in Mexico. Should you withdraw on your own behalf, we will return all payments received from you and we will reimburse you using the same payment method you used for the initial transaction.

If 10 days have passed since your order was available for delivery and store payment, and the order could not be picked up for reasons which cannot be attributed to us, we will understand that you wish to withdraw from the contract and we will consider it to be terminated.

16.2.4 Assessment of the condition of the product and, where appropriate, refund or replacement

We will examine the state of the product and the existence of the default or hidden error. After examining the article, we will inform you of whether you have a right to a refund of the amounts paid. The refund will be made as soon as possible and, in any case, within 20 days from the date on which we send you an e-mail confirming the refund or replacement of the unsatisfactory article. The refund will always be made using the same payment method you used to pay for the purchase.

The amounts paid for products returned due to damage or defect, when it actually exists, will be refunded in full, including delivery fees charged to return the article.

If you have any questions, you can contact use on our contact form or by calling 018000830916.

17. LIABILITY AND RELEASE FROM LIABILITY

Unless otherwise expressly indicated in these Terms and Conditions, our liability regarding any product acquired on our website shall be limited strictly to the purchase price of said product.

Notwithstanding the above, our liability is not excluded or limited in any matter where it would be illegal or unlawful for us to exclude, limit or try to exclude or limit our liability.

Notwithstanding the paragraph above, and to the extent legally allowed, and unless otherwise indicated in these Conditions, we will not accept any liability for the following losses, regardless of their origin:

- i. loss of income or sales;
- ii. loss of business;
- iii. lost wages or lost contracts;
- iv. loss of expected savings;
- v. loss of data; and
- vi. lost management time or office hours

Due to the open nature of this website and the possibility of errors occurring in the storage and transmission of digital information, we do not guarantee the accuracy and security of the information transmitted or obtained from this website, unless otherwise expressly established on the same.

All product descriptions, information and materials listed on this website are provided "ad corpus", without expressed or implied guarantees on the same except as established by law. In this sense, if you contract as a consumer and user, we are obligated to

provide you with articles that conform to the Contract, answering to you in the event of failure to conform when the product is delivered. Products are deemed to conform to the Contract whenever (i) they match the description provided by us and have the quality presented by us on this website, (ii) they are suited to the ordinary use that products of the same type are subject to and (iii) they have the habitual quality and presentation of a product of the same type that can be reasonably expected.

Within the scope of the law, we exclude all guarantees, except for those consumer and user guarantees that may not be excluded by law.

The products we sell, especially handcrafted products, often present the characteristics of the natural materials of which they are made. These characteristics, such as variations in grain, texture, knots and colour, shall not be considered defects or blemishes. On the contrary, their presence should be expected and appreciated. We select only products of the highest quality, but natural characteristics are inevitable and must be accepted as part of the individual appearance of the product.

The provisions of this clause will not affect your legal rights as a consumer and user, or your right to cancel the Contract.

18. INTELLECTUAL PROPERTY

You recognise and agree that all copyrights, registered trademarks and other intellectual property rights to the materials or content provided as part of the website belong to us at all times or to whomever granted us licence for their use. You may make use of said material only as expressly authorised by us or by those granting usage licence. This will not prevent you from using this website as necessary to copy the information on your order or Contact data.

19. VIRUSES, PIRACY AND OTHER CYBER ATTACKS

You must not misuse this website by intentionally introducing a virus, Trojan, worm, logic bomb or any other program or technologically damaging material. You must not attempt to access this website without authorisation, or the server on which the site is housed, or any server, computer or database related to or website. You agree not to attack this website through a denial of service attack or a distributed denial of service attack.

Failure to comply with this clause could involve the commission of infractions encoded in the applicable regulations. We will report any non-compliance with said regulations to the applicable authorities and we will co-operate with them to discover the identity of the attacker. Likewise, in the event of failure to comply with this clause, authorisation to use this website will be revoked automatically.

We are not responsible for any damage that may result from a denial of service attack, virus or any other program or technologically damaging material that may affect your computer, computer equipment, data or materials as a result of using this site or downloading content from it or those to which it redirects.

20. LINKS FROM OUR WEBSITE

If our website contains links to other third-party sites and materials, said links are provided for information purposes only, and we do not have any control over the content of those websites or materials. As a result, we do not accept any liability for any damage caused by their use.

21. WRITTEN COMMUNICATIONS

The applicable regulations demand that part of the information or communications sent to you be in writing. By using this website, you agree that most of said communications with us will be electronic. We will contact you by e-mail or SMS or we will provide information to you by posting alerts on the website. For contract purposes, you agree to the use of this electronic communication method and recognise that any contract, notification, information and other communications that we send to you electronically comply with the legal requirements of being in writing. This condition will not affect rights recognised for you by law.

22. NOTIFICATIONS

Notifications set to us by you must be sent preferably using our contact form. Pursuant to clause 20 above, unless otherwise stipulated, we can send communications to you either by e-mail or to the mailing address provided by you when placing an order.

Notifications will be understood to have been received and correctly made as soon as they are posted on our website, 24 hours after sending an e-mail, or three days after posting any letter. To prove that the notification was made, it will be enough to prove, in the case of a letter, that the address was correct, it carried appropriate postage and it was duly delivered to the post office or a letter box; in the case of an e-mail, that the same was sent to the e-mail address specified by the recipient.

23. TRANSFER OF RIGHTS AND OBLIGATIONS

The Contract is binding both for you and for us, as well as for our respective successors, grantees and assignees.

You may not transfer, assign, encumber, or otherwise pass on a Contract or any of the rights or obligations set forth therein, without having obtained our prior consent in writing.

Pull & Bear México, S.A. de C.V. may transmit, assign, levy, subcontract or in any other way transfer a Contract or any of the rights or obligations deriving from the same at any time during the life of the Contract. To avoid any misunderstanding, said transmissions, assignments, levies or other transfers will not affect the rights that, where applicable, are recognised by law for you as a consumer, nor will they cancel, reduce or limit in any way the guarantees, both expressed and tacit, that we may have given you.

24. EVENTS BEYOND OUR CONTROL

We shall not be liable for any non-compliance or delay in compliance with any of the obligations we assume under a Contract when caused by events that are beyond our reasonable control ("Force Majeure").

Grounds of Force Majeure shall include any act, event, failure to exercise, omission or accident that is beyond our reasonable control, especially but not limited to the following:

- i. Strikes, lockouts or other protest measures.
- ii. Civil unrest, revolt, invasion, terrorist attack or terrorist threat, war (whether or not declared) or threat or preparation for war.
- iii. Fire, explosion, storm, flooding, earthquake, sinking, epidemic or any other natural disaster.
- iv. Inability to use trains, ships, aircraft, motorised transport or other modes of transport, whether public or private.
- v. Inability to use public or private telecommunications systems.
- vi. Acts, decrees, legislation, regulations or restrictions of any government or public authority.
- vii. Strike, failures or accidents in maritime or river transport, postal or any other type of transport.

Our obligations arising from the Contracts shall be deemed suspended for the duration of the event of Force Majeure, and our deadline for meeting these obligations shall be extended for a period of time equal to the duration of the event of Force Majeure.

We shall implement all reasonable means to resolve the event of Force Majeure or to seek a solution that enables us to meet our obligations under the Contract, despite the event of Force Majeure.

25. WAIVER

Lack of requirement on our part of strict compliance on your part of any of the obligations assumed by you by virtue of a Contract or these Conditions or failure to exercise on our part the rights or actions that may correspond to us by virtue of said

Contract or Conditions shall not represent the waiver or limitation in any way of the relationship with said rights or actions, nor will it exonerate you from complying with those obligations.

No waiver by us of a specific right or actions shall represent a waiver of other rights or actions deriving from the Contract or the Conditions.

No waiver on our part of any of these Conditions or of the rights or actions derived from the Contract will take effect, unless it is expressly established that it is a waiver and is formalised and communicated in writing by you in accordance with the provisions in the Notifications section above.

26. PARTIAL ANNULMENT

Should any of these Conditions or any provision of a Contract be declared null and void by a final decision issued by the corresponding authority, the remaining terms and condition shall remain in effect without being affected by this declaration of nullity.

27. COMPLETE AGREEMENT

These Conditions and all documents to which they expressly refer constitute the complete agreement between you and Pull & Bear México, S.A. de C.V. with regard to their purpose and replace any other prior pact, agreement or promise convened between you and Pull & Bear México, S.A. de C.V. verbally or in writing.

You and Pull & Bear México, S.A. de C.V. acknowledge having consented to enter into the Contract without reliance on any declaration or promise made by the other party or which may be inferred from any declaration or document in the negotiations undertaken by both parties before said Contract, except that which appears expressly mentioned in these Conditions.

Neither you nor Pull & Bear México, S.A. de C.V. will have any course of action against any untrue statement made by the other party, whether verbal or in writing, prior to the date of the Contract (unless said untrue statement were made in a fraudulent manner), and the only course of action available to the other party shall be related to non-compliance with the contract according to these Conditions.

28. OUR RIGHT TO MODIFY THESE CONDITIONS

We have the right to review and modify these Terms and Conditions at any time.

You are subject to the policies and Conditions in force at the time when you use this website or place each order, except where by law or decision of government bodies we have to make retroactive changes to these policies, Conditions or Privacy Policy, in which case the possible changes will also affect any orders you may have placed previously.

29 APPLICABLE LEGISLATION AND JURISDICTION

The use of our website and the product purchase contracts made through the website shall be governed by Mexican legislation.

Any controversy that may arise or be related to the use of the website or to said contracts will be subject to the jurisdiction of the courts of Mexico City, expressly waiving any other jurisdiction that may apply for reasons of present or future addressees or for any other reason.

If you are contracting as a consumer, nothing in this clause shall affect the rights afforded to you as such by the applicable legislation.

30. COMMENTS AND SUGGESTIONS

Your comments and suggestions are always welcome. Please send us any comments and suggestions through our contact form.