

# GENERAL CONDITIONS

## ORDER CONFIRMATION

After the confirmation of your order, this cannot be modified or cancelled unless the cause is included within the terms and conditions of sale, or in accordance with the provisions and circumstances provided under Spanish current legislation.

## DELIVERY TIMES

The delivery time will be approximately 2-3 working days for Spain and 4-5 working days for the rest of Europe.

## DELIVERY LOCATIONS

Shipping may be made to the following destinations:

Spain (excluding Canary Islands, Ceuta and Melilla), Germany, Austria, Belgium, Cyprus, Slovakia, Metropolitan France, Finland, Greece, Ireland, Italy, Luxembourg, Malta, Netherlands, Portugal and the UK.

We decline any application whose destination is a PO Box.

## PAYMENT

All the prices are listed in Euros and include taxes. The final amount will include the shipping costs.

Payments will be only accepted by credit or debit card or through PayPal payment system.

The order will be completed once you have completed the purchase process and the payment has been done.

If any of the items requested is not available (see Availability), the refund will be made to the card or PayPal account which the payment has been done with, assuming that the request has been cancelled.

## SHIPPING COSTS

Shipping costs are included in the final amount that appears before doing the payment.

## AVAILABILITY

Prices and products shown are subject to availability.

The products displayed on the online store may be changed without notice.

## WARRANTY

All items are guaranteed for 12 months from the time of purchase (a proof of purchase may be required).

## SECURITY AND PERSONAL DATA

Elena Canter online store Privacy Policy governs the use of any personal information that you agree to provide.

In accordance with the Organic Law 15/1999 on the Protection of Personal Data developed in the Royal Decree 1720/2007, we hereby inform that you have the right to access, modify, oppose and delete your personal data integrated into Elena Cancer SL files.

You can exercise these rights by sending a request via ordinary mail or electronic mail to the addresses listed in the Contact section.

## **OWNERSHIP AND TITLE RETENTION**

The ordered products remain the property of ELENA CANCER SL. as legal and equitable owner, and no property in or title to the ordered products shall pass to the customer until full payment for the products has been received by ELENA CANCER SL.

## **GENERAL TERMS AND CONDITIONS OF SALE FOR THE WEB SITE**

In order to place any order through the website, you will need to consent the general conditions of sale, at the time of ordering.

Orders may be made by individuals, or corporations, non-resale or non-profit intentions.

ELENA CANCER SL. reserves the right to cancel any order to customers who caused problems in previous orders or where there is a reasonable doubt about compliance with the Terms of Sale.

ELENA CANCER SL may update the Conditions of Sale at any time.

## **INTELLECTUAL PROPERTY**

All material displayed on Elena Canter website and online store, including photographs and designs are the exclusive property of ELENA CANCER SL. and are subject of copyright.

You cannot reproduce, by any means or process (except where indicated), totally or in part, any such material.

ELENA CANTER's trademark and logo may not be used for fraudulent purposes.

## **LINKS**

The ELENA CANTER online store and website may be linked to third party websites. This links should not be treated as an express endorsement, but as a convenience for the customer, being approved by both parties.

## **DISCLAIMER**

ELENA CANCER SL is not responsible for any error or problem of any page contained in ELENA CANTER website and online store and the damages that the use of the websites may cause.

## **LAW AND JURISDICTION**

The terms and conditions shall be governed by and construed in accordance with the law of Spain. In view of any dispute or controversy, Spanish courts and tribunals shall have exclusive jurisdiction.