PURCHASE DOCUMENTATION

General terms and conditions

GOLDMAN SERVICE

ENGLISH

Goldman Service Trading, S.L.

Tax ID B72425952

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0. PRE-CONTRACTUAL INFORMATION

The General Terms and Conditions (hereinafter the “General Terms”) are set out below for reading and understanding. They apply to all distance sales transactions for products carried out electronically through the online shop on https://goldmanservice.com (hereinafter the Website), from the moment the TRADER sends the CONSUMER the General Terms in the order confirmation document, and not at any earlier time.

These General Terms remain in force and valid for as long as they are accessible through the Website. If you do not agree with them, you should not use this Website.

The TRADER reserves the right to amend, in whole or in part and at any time, the General Terms and any legal notices, guidelines and/or rules of use on the Website, which, as applicable, will replace, supplement and/or amend these General Terms, without affecting products purchased before the amendment.

Such amendments may be made through the Website by any legally permissible means and will be binding for as long as they are published on the website and until validly amended by subsequent provisions.

The TRADER informs the CONSUMER that the General Terms can be accessed by clicking “General Terms and Conditions”. We recommend that the CONSUMER consult the General Terms periodically, as they may change. The current version can be consulted at any time at https://goldmanservice.com/condiciones-generales-contratacion

Nevertheless, the TRADER reserves the right, in certain cases, to apply Special Terms in preference to these General Terms where considered appropriate, announcing them in a timely and appropriate manner.

In the event of a conflict between these General Terms and the Special Terms, the terms agreed in the latter will always prevail in respect of the incompatible provisions, and only for the products subject to those specific terms.

Acceptance of this contractual document means that the CONSUMER:

a. Has read and understands its contents.

b. Is an individual, or represents a legal entity, with sufficient capacity to enter into a contract.

c. Accepts all the terms and obligations set out herein.

1. PARTIES AND THEIR IDENTITIES

On the one hand,

The TRADER is Goldman Service Trading, S.L., Spanish Tax ID (N.I.F.): B72425952, with its address at C/ La Serna 7, 5º B - 29002 Málaga (Spain), telephone +34 951 384 006 and email info@goldmanservice.com

And on the other hand,

The CONSUMER, registered on the Website with a username and password, or acting as a guest without needing to register on the Website, who is fully responsible for using and safeguarding those credentials and for the accuracy of the personal data supplied to the TRADER.

Only an individual or legal entity who duly establishes their status and accepts these General Terms and any applicable Special Terms will be considered a CONSUMER. Together with the Legal Notice,

Privacy Policy and Cookie Policy, these govern our commercial relationship from the moment the TRADER sends the General Terms in the order confirmation document, and not at any earlier time.

If you do not agree with any part of the terms, you may not purchase any of the products offered on the website.

Purchases by individuals under 18 years of age, or by legal entities that do not meet the requirements set out in these General Terms and Conditions, are expressly prohibited.

Orders placed through the Website by a minor who provides false information will be deemed to have been placed under the supervision and with the authorisation of their parents, guardians or legal representatives.

2. PURPOSE OF THE CONTRACT

These General Terms govern the commercial relationship arising between the TRADER and the CONSUMER from purchases of products through the Website.

Accordingly, the CONSUMER will only be bound by the General Terms from the moment they receive all the purchase conditions from the TRADER in the order confirmation document.

The contract entails delivery of a specific product following payment of a specified price publicly displayed on the Website.

These Terms and any document expressly referred to in them constitute the entire agreement between the CONSUMER and the TRADER in relation to the subject matter of the sale and replace any previous arrangement, agreement or promise made orally or in writing by the same parties.

The CONSUMER and the TRADER acknowledge that they have agreed to enter into a contract without relying on any statement or promise made by the other party, except those expressly mentioned in these Terms.

3. CONDITIONS OF ACCESS TO AND USE OF THE WEBSITE

Access to the Website is unrestricted and free of charge, except for the cost of the connection through the telecommunications network supplied by the user's contracted access provider.

Access to most Website content is entirely free and does not require prior registration. However, the TRADER makes the use of some services offered on the website conditional on completion of the relevant form, and these may, where applicable, involve payment.

Access to the Website by children under 14 years of age is prohibited. However, if a minor accesses the Website, it will be presumed that access took place with the prior express authorisation of their parents, guardians or legal representatives, without prejudice to the TRADER's right to carry out any checks it considers appropriate.

Under no circumstances will the TRADER be responsible for the accuracy of data supplied by the user. Each user is solely responsible for ensuring that the information supplied is appropriate, accurate and precise or, otherwise, for any consequences arising from poor data quality or false or inaccurate statements.

3.1. Requirements for becoming a registered user

To purchase the products made available to consumers by the TRADER, consumers must first register by providing at least the mandatory registration details through the forms provided for that purpose.

To register, users must be over eighteen (18) and provide all mandatory information through the website. Registered users acknowledge that their accounts are personal and non-transferable. Both individuals and legal entities may register on the Website.

Every registered user will have an access password which is personal, non-transferable and valid for a limited period. The password must meet minimum length and security requirements. Users may change or recover it at any time by following the procedure on the Website. The TRADER will never have direct access to that password except for providing users with access to the Website.

Users must therefore notify the TRADER immediately of any event that could enable misuse of identifiers and/or passwords, such as theft, loss or unauthorised access, so that they can be cancelled immediately. Until such events are reported, the TRADER will be exempt from any liability arising from misuse of identifiers or passwords by unauthorised third parties.

3.2. Deregistration as a registered user

Users may request deregistration from the website at any time by using the relevant section within “My account” on the Website.

Following deregistration, users may request registration again. The TRADER retains the right to refuse such registration in the specific circumstances set out in the clause “Requirements for becoming a user”, or where a dispute between the parties is unresolved or has ended with a finding of fault or negligence on the user's part and/or harm to the TRADER, its collaborators and associates, or its users, consumers or potential consumers.

3.3. Requirements for becoming a guest user

Products made available to consumers by the TRADER may be purchased as a guest, without prior registration.

Individuals over eighteen (18) and legally constituted legal entities with sufficient contractual capacity may act as guests, provided they supply all mandatory information through the Website relating to identification, delivery address, billing details and the chosen payment method.

If the consumer has made previous purchases, after making the purchase and adding the selected products to the cart, they may access their customer details entered during the previous purchase.

4. PRODUCT DESCRIPTION

In compliance with current legislation, particularly Spanish Law 34/2002 of 11 July on Information Society Services and Electronic Commerce, the TRADER provides information in each section of the Website on the relevant product, its characteristics and price.

Products offered, and any products offered through the website in the future, will be delivered in exchange for the corresponding payment by the CONSUMER and will confer a right to use them, subject to the periods, conditions and terms of these General Terms and any Special Terms established.

However, the TRADER reserves the right to withdraw, replace or change products offered through the Website simply by changing their content.

Products offered on the Website at any given time will therefore be governed by the General Terms then in force. The TRADER may also stop offering access to those products at any time without prior notice.

The descriptions established in each case will govern the TRADER's supply of the products offered to the CONSUMER.

4.1. Product availability

Availability of products offered by the TRADER through the Website may vary according to CONSUMER demand. Although the TRADER updates stock periodically, a product requested by the CONSUMER may be out of stock at that time. In that case, the TRADER will contact the user by email or telephone to resolve the order issue, proposing a similar alternative product, waiting until the selected product is back in stock, or cancelling the order.

4.2. Display and validity of prices

Product prices are always shown in euros (€) and include the applicable Value Added Tax (VAT) or any other applicable taxes at the rates in force at the relevant time.

VAT is included in these prices. Unless expressly stated otherwise, prices do not include shipping, handling, wrapping, shipping insurance or any other additional services associated with the product purchased.

Shipping costs are payable by the CONSUMER and will be added to the total price of the selected products. These costs will be disclosed before the order is confirmed and the purchasing process completed.

Prices shown on the Website apply exclusively to products offered through that Website, for as long as they remain published, and are applied automatically at the final stage of the purchasing process.

The TRADER expressly reserves the right to change prices at any time without prior notice. Nevertheless, the prices in force and displayed when the relevant order is placed will apply.

By checking the box “I authorise and request that the purchase invoice be sent electronically” at the end of the purchasing process, the CONSUMER authorises and expressly consents to the TRADER issuing the order invoice and sending it to their email address in electronic PDF format, unless the CONSUMER does not authorise this and expressly requests a paper purchase invoice by ordinary post.

The consumer's right to receive a paper invoice may not be made conditional on any payment.

To request this, the CONSUMER must contact Customer Service on +34 951 384 006 or email info@goldmanservice.com and request a paper invoice for their order. The TRADER will send it by ordinary post to the address specified by the CONSUMER.

For order information, changes to delivery and billing addresses or correction of errors in the data supplied, the CONSUMER must contact the TRADER on +34 951 384 006 or at info@goldmanservice.com. In all

cases, the subject line of the message or the telephone call must identify the order number assigned and stated in the purchase confirmation email.

5. PURCHASE PROCESS

The purchasing procedure in the online shop may only be carried out in Spanish.

All order processing, conclusion of the contract and subsequent communications with the CONSUMER will be in Spanish.

If the procedure can be carried out in another language, this will be indicated before the purchasing procedure begins.

To access products offered by the TRADER, the CONSUMER must register through the website by creating a user account or act as a guest without prior registration. The CONSUMER must freely and voluntarily provide the personal details requested in the “Register” form.

The CONSUMER will choose a username and password and undertakes to use them diligently, not make them available to third parties and notify the TRADER of their loss or theft or possible access by an unauthorised third party so that they can be blocked immediately. The CONSUMER is solely responsible for any loss suffered or caused through misuse of their credentials resulting from their inadequate safekeeping or use.

The CONSUMER is responsible for treating the identity and password obtained on registration confidentially and responsibly and may not transfer them to anyone else.

The CONSUMER may not choose a username intended to mislead others into identifying them as a member of the TRADER's organisation, or use offensive or insulting expressions or expressions contrary to law, morality or accepted standards of conduct.

Once the purchasing procedure is complete, the TRADER's platform will inform the CONSUMER by email of all characteristics, price, transport methods, contract date and delivery period for the product purchased.

Once the CONSUMER account has been created, the purchasing procedure will follow the steps below, in accordance with Article 27 of Spanish Law 34/2002 of 11 July on Information Society Services and Electronic Commerce:

1. To purchase products, the CONSUMER, as a registered user or guest without registration, must select the product(s) they wish to buy and add them to their “Shopping Cart” by clicking “Add to my basket”.

2. The CONSUMER can check that the item(s) and/or product(s) have been correctly added to the “Shopping Cart”, which must show the number of products selected.

3. The CONSUMER will see a detailed summary of the products in their “Shopping Cart”, including:

- Product image
- Product description
- Product availability
- Unit price
- Quantity
- Product subtotal (VAT included)
- Shipping subtotal (VAT included)
- Taxes
- Total

4. The CONSUMER will then see an electronic form to complete with billing details and the full delivery address. Once completed, click SAVE.

5. If the delivery address differs from the billing address, the CONSUMER may add a new address by clicking ADD NEW ADDRESS.

6. If the delivery address in the billing details matches the delivery address, these details will be selected by default when placing the order. In any case, the CONSUMER may add further addresses at any time through “My addresses”. Always ensure that your details are updated if they change.

7. Before proceeding with the order, the CONSUMER must carefully read these General Terms and the basic data protection information made available, accepting both in full by checking the following box:

□ I agree to the basic data protection information made available to me and the General Terms and Conditions, accepting both without reservation.

8. The CONSUMER will use one of the payment methods established by the TRADER on the Website to pay for the order.

9. The order will be processed once the CONSUMER clicks “Order with obligation to pay” at the bottom of the page.

10. Once the purchase has been made, a purchase confirmation, “Proof of Purchase”, will be sent to the CONSUMER at the email address provided. It serves as evidence of the transaction and may be printed. The order confirmation and Proof of Purchase are not valid as an invoice.

11. To check the status of pending orders, go to “My account”. After identification on the login page, the CONSUMER can access the orders page, where orders are shown by order date with their status.

Communications, purchase orders and payments involved in Website transactions may be archived and retained in the TRADER's computer records as evidence of the transactions, respecting reasonable security requirements and applicable laws and regulations. Particular regard will be given to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (GENERAL DATA PROTECTION REGULATION – GDPR EU 2016/679), Spanish Organic Law 3/2018 of 5 December on Personal Data Protection and Guarantee of Digital Rights (LOPDGDD 3/2018), and users' rights under this Website's Privacy Policy.

6. TECHNICAL MEANS OF CORRECTING ERRORS

If the CONSUMER supplies incorrect information when placing an order on the Website, it may be amended by contacting the TRADER through the Website contact form, emailing info@goldmanservice.com, calling CUSTOMER SERVICE on +34 951 384 006 or using the personal “My account” area.

7. PAYMENT METHODS

To make payment, the CONSUMER must follow all instructions displayed on the Website. The price of items and/or products may only be paid using the methods indicated on the Website at the relevant time.

Credit and/or debit card payments are subject to checks and authorisation by the card issuer. If the issuer does not authorise payment, the purchase process cannot continue, the order will be cancelled automatically and the sale of the requested service will be considered not to have taken place. The price of the service and any applicable tax will be shown when the order is placed.

To strengthen the security and protection of online purchases, the TRADER has implemented processes to improve transaction security by incorporating a payment service provider and a banking intermediary that ensure the confidentiality and security of transactions, requiring authentication of purchases made through the website where payment security legislation (PSD2) requires it.

All payment instructions are identified by a code generated by the payment provider. Without this code, the relevant bank will not authorise any transaction. The code enables the TRADER to collect the relevant payments without storing payment card data.

Under no circumstances will the TRADER store data supplied by CONSUMERS through the payment gateway in its own computer systems. Such data will only be retained while the purchase and payment are carried out and until the withdrawal period has expired.

The Website offers several payment methods, allowing the CONSUMER to choose how to pay for an order:

- Credit and/or debit card: The Website uses its bank's e-commerce payment gateway. All data supplied for this purpose are encrypted to ensure maximum security and hosted on a secure server certified under the Secure Socket Layer protocol. Personal and banking data are protected with complete confidentiality and all security measures established by Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (General Data Protection Regulation – GDPR EU 2016/679), and Spanish Organic Law 3/2018 of 5 December on Personal Data Protection and Guarantee of Digital Rights (LOPDGDD 3/2018). Data supplied by CONSUMERS through the payment gateway will never be stored and will only be retained while the purchase and payment are carried out and until the withdrawal period has expired.

- PayPal: The CONSUMER may pay the shopping cart total through the PayPal payment gateway. This option also allows payment by credit or debit card.

- Bizum: The CONSUMER may pay the shopping cart total through the Bizum mobile payment platform.

- Bank transfer: The CONSUMER may choose to pay by bank transfer by clicking the website link “Pay by direct bank transfer” and following the instructions. When an order is placed using this method, confirmation of the transaction will trigger an email containing the order number and the TRADER's bank account for payment. Include the order number in the payment reference.

- Cash on delivery: The CONSUMER places the order on the website without paying and pays the transport agency's delivery driver in cash upon receipt.

The CONSUMER's purchase may be delayed for anti-fraud checks. It may also be suspended for longer for a more thorough investigation to prevent fraudulent transactions.

8. VALUE ADDED TAX

Under Article 68 of Spanish Law 37/1992 of 28 December on Value Added Tax, delivery of products is deemed to take place within the territory subject to Spanish VAT if the delivery address is in Spain, except for the Canary Islands, Ceuta and Melilla, where the corresponding tax rates apply. The applicable VAT rate will be the legally effective rate at the relevant time for the specific item.

Similarly, under Council Directive (EU) 2017/2455 of 5 December 2017 amending Directives 2006/112/EC and 2009/132/EC as regards certain value added tax obligations for supplies of services

and distance sales of goods, purchase orders will be located, for delivery and/or supply purposes, in the European Union Member State in which the address

shown in the purchase order is located. The VAT applicable will therefore be that in force in that Member State.

For orders to the Canary Islands, Ceuta and Melilla, deliveries will be exempt from VAT under Law 37/1992 and Directive (EU) 2017/2455, without prejudice to the taxes and duties applicable under the legislation in each territory. The CONSUMER should be aware that destination taxes and customs duties may apply and become payable under current legislation and may be their responsibility.

For delivery and/or supply to other locations, the legislation in force at the relevant time will apply. The CONSUMER should be aware that this may result in destination taxes and customs duties being applied and becoming payable under local legislation, and these may be their responsibility. For further information, the CONSUMER should contact the customs office at the destination.

9. ORDER PROCESSING

The TRADER will begin processing the order once receipt of payment for the full amount stated during the purchase process has been verified.

The TRADER does not guarantee the price offered in the order for more than five days from its date. If payment has not been made within five days by an accepted method, the price may change.

For this purpose, the CONSUMER consents to the TRADER sending the invoice electronically to the email address provided. The CONSUMER may withdraw this consent at any time by emailing info@goldmanservice.com to receive a paper invoice.

The CONSUMER is also advised to print and/or save a copy of the sales terms on a durable medium when placing the order, together with the acknowledgement sent by the TRADER by email.

The TRADER will deliver the products as shown on the website.

The goods travel to their destination with comprehensive insurance arranged by the TRADER. The cost of that insurance is included in the handling and carriage charge.

If any issue is detected during delivery, the CONSUMER must contact the TRADER using the contact form, describing all aspects of the delivery issue.

10. PRODUCT SHIPPING CONDITIONS

Products purchased through the Website will be shipped in a cardboard box with internal protection to the postal address specified in the order form, using GLS, the transport agency contracted by the TRADER. The address may not be a post office box or a public location such as a public road, square, station, airport or similar place.

The delivery period depends on the shipping destination and, in all cases, begins when the TRADER receives payment for the order. The TRADER will not be liable for failure to meet those dates where the causes are beyond its control.

If the TRADER cannot perform the contract because the purchased goods are unavailable, the CONSUMER will be informed by email, and the TRADER will refund the amounts paid under the contract without undue delay.

If the TRADER unjustifiably delays reimbursement, the CONSUMER may claim twice the amount owed, without prejudice to the right to compensation for losses exceeding that amount.

10.1. Order delivery periods

Orders placed through the Website can currently be shipped to residents anywhere in mainland Spain, the Balearic Islands, the Canary Islands, the autonomous cities of Ceuta and Melilla, European Union countries and the rest of the world.

Under Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 February 2018 addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market, amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC, consumers and users residing in European Union countries have the right to unrestricted access to any online shop regardless of their European country of residence, as blocking access to an e-commerce website is prohibited.

Once payment is confirmed, provided the requested products are available, orders will leave the TRADER's warehouse for the delivery address specified by the CONSUMER.

Delivery periods depend on the physical location of the CONSUMER or any other recipients and on the time the order is placed (official mainland Spanish time).

For orders of any items and/or products offered on the Website placed before 13:00, delivery following payment confirmation will be made to the address freely chosen by the CONSUMER within these estimated periods:

Delivery area — Estimated delivery period

Mainland Spain — 3 to 4 working days after payment confirmation

Balearic Islands — 3 to 4 working days after payment confirmation

Canary Islands — 7 working days after payment confirmation

Ceuta — 7 working days after payment confirmation

Melilla — 7 working days after payment confirmation

European Union countries — 10–12 working days after payment confirmation

Rest of the world — 10–12 working days after payment confirmation

If shipment is delayed and the estimated delivery commitment cannot be met, the TRADER will contact the CONSUMER by email or telephone to resolve the order issue, offering a similar alternative product, waiting until the selected product is ready for dispatch, or cancelling the order.

As a general rule, unless circumstances arise from product personalisation or unforeseen or exceptional circumstances occur, we will send the selected product(s) within the delivery periods stated above and, in all cases, within a maximum of 30 working days from order confirmation.

10.2. Order delivery periods during the COVID-19 health crisis

The TRADER informs CONSUMERS, to help them manage their expectations, that the current situation may affect normal order delivery periods.

CONSUMERS are also informed that the availability of products offered in the online shop may be subject to restrictions on delivery periods and times.

Therefore, if delivery is impossible or may be delayed beyond the stated period, the TRADER offers CONSUMERS the option of having orders sent once the current situation has passed, or cancelling the order and receiving a refund as quickly as possible.

10.2.1. Hygiene measures for order preparation during the COVID-19 health crisis

Due to the COVID-19 health crisis, the TRADER has adopted the following hygiene measures when preparing packages for orders placed through the website:

- - Regular disinfection of order preparation tables or counters.
- - Disinfection of packages before handing them to the transport agency.
- - Use of disposable gloves and handwashing with soap and water before and after putting on gloves.

10.2.2. Order delivery arrangements during the COVID-19 health crisis

- - A delivery system that does not require the CONSUMER's signature on receipt, for example recording personal details.
- - Leaving the order at the doorstep and maintaining a safe distance until the recipient collects it.
- - Delivery drivers will not share a lift with anyone when delivering to the CONSUMER's home, to maintain a safe distance.

10.3. Product shipping costs

Order shipping costs, including the corresponding taxes, will be shown during the purchase process before the order is placed. Shipping charges depend on the delivery area and order weight, as detailed in the following table:

Rates: area / weight

Area	0–2.1 kg	2.1–4.1 kg	4.1–6.1 kg	6.1–8.1 kg
Mainland Spain + Portugal	€6	€8	€10	€12
Balearic Islands	€8	€10	€12	€14
Canary Islands, Ceuta and Melilla	€35	€42	€50	€60
European Union countries	€19	€23	€27	€33
Non-EU European countries	€25	€30	€36	€43
North Africa	€65	€78	€94	€112
North Africa	€85	€102	€122	€147
Asia	€85	€102	€122	€147
Central America	€85	€102	€122	€147
South America	€95	€114	€137	€164
North America	€65	€78	€94	€112

Area	0–2.1 kg	2.1–4.1 kg	4.1–6.1 kg	6.1–8.1 kg
Oceania	€95	€114	€137	€164

10.4. Inability to deliver

If delivery of your order is impossible, the Website's customer service team will contact the CONSUMER to agree a new delivery date if they will not be at the delivery location at the agreed time.

If 15 days have elapsed since the order became available for delivery and it has not been delivered for reasons not attributable to the TRADER, we will assume that you wish to withdraw from the contract and will treat it as terminated. Following termination, we will refund all payments received from you, including delivery costs, except additional costs resulting from your choice of a delivery method other than our least expensive standard delivery method, without undue delay and in any event within 14 days of the date on which we consider the contract terminated. Please note that transport resulting from termination may incur additional costs, which we will be entitled to charge to you.

If we cannot meet the delivery date for any reason, we will inform you and offer the option of continuing with the purchase with a new delivery date or cancelling the order for a full refund of the price paid.

For the purposes of these Terms, “delivery” will be deemed to have occurred, or the order to have been “delivered”, when you or a third party designated by you takes physical possession of the products, evidenced by signing for receipt at the agreed delivery address.

The TRADER accepts no liability where delivery cannot take place because the CONSUMER's information is false, inaccurate or incomplete, with the CONSUMER assuming any other responsibility relating to non-delivery.

Notwithstanding the above, the TRADER must take the measures required of a diligent trader to enable delivery within the agreed time.

If the CONSUMER does not receive the order within the delivery periods set out in these Terms, counted from dispatch from the warehouse, they may contact +34 951 384 006 or info@goldmanservice.com

The TRADER will make every effort to meet the stated delivery period and, if it becomes aware that it cannot be met for any reason, will inform the CONSUMER by email or telephone.

The TRADER will inform the CONSUMER of product unavailability as soon as the supplier notifies it, or of any inability to supply the requested product.

The CONSUMER may decide to cancel the order request or request a quotation for an alternative product with similar characteristics.

10.5. Promotional codes: terms and conditions

The TRADER may issue single-use promotional codes as an incentive for CONSUMERS. Where the TRADER believes that a CONSUMER has deliberately circumvented measures restricting their use, it may adjust that CONSUMER's subsequent order accordingly. When using promotional codes,

CONSUMERS are responsible for checking that the relevant promotion or discount is accurately reflected at payment and within the applicable period.

CONSUMERS must contact the TRADER immediately if they identify any error or incorrect application of a promotional code to a purchase.

The types of offers and promotions provided by the TRADER may vary according to its needs. Each promotional code made available to CONSUMERS will indicate the product purchases to which it applies, its benefits and its expiry date.

The offer is subject to valid registration and acceptance of the website's standard terms and conditions.

Promotional codes are non-transferable and may not be sold or exchanged. Only one code may be used per CONSUMER, and it applies exclusively to purchases through the online shop. Use of any promotional code constitutes acceptance of these terms and conditions.

11. WITHDRAWAL FROM ORDERS

11.1. Information on exercising the statutory right of withdrawal

Where the purchaser is a CONSUMER and the contract is concluded without the simultaneous physical presence of the CONSUMER and the TRADER (a distance sale), the CONSUMER has the right of withdrawal described in this section.

The CONSUMER has the right to withdraw from a purchase made through the Website. If they are not satisfied, and provided that the nature of the service purchased allows it,

they may return it within a maximum of fourteen (14) calendar days, without giving a reason and without a penalty for exercising this right.

The period for exercising this right is 14 calendar days from the day on which the CONSUMER or a third party they designate, other than the carrier, receives the purchased product, or the last item where a single order is delivered in several shipments.

To exercise the right of withdrawal, the CONSUMER must notify their decision to withdraw from the contract by a statement made in any legally permissible form. They may use the standard withdrawal form below, but this is not compulsory.

11.2. Model withdrawal form

1. TRADER's details

Goldman Service Trading, S.L.

Spanish Tax ID (N.I.F.): B72425952

Address: C/ La Serna 7, 5º B - 29002 Málaga (Spain)

Tel. +34 951 384 006 | E-mail: info@goldmanservice.com

2. I hereby give notice that I withdraw from the contract of sale for the following product ___ purchased on ___

3. Consumer's name

4. DNI/NIE (Spanish identity number)

5. Consumer's address

6. Telephone
7. E-mail
8. Signature
9. Date

To exercise the right of withdrawal, the CONSUMER must notify the TRADER of their decision to withdraw from the purchase contract in writing to C/ La Serna 7, 5º B - 29002 Málaga (Spain), or by email to info@goldmanservice.com. If this option is used, we will acknowledge receipt of the withdrawal by email without delay.

Click here to download the withdrawal form.

11.3. Consequences of the statutory right of withdrawal

In the event of withdrawal, the TRADER will refund the consumer the full purchase amount, comprising the product price and the initial shipping costs paid on purchase, within fourteen (14) calendar days of being informed of the consumer's decision to withdraw. The refund will use the same payment method as the initial transaction, unless the consumer expressly agrees otherwise, and provided the consumer incurs no cost as a result of the refund.

The purchase amount will be refunded using the same payment method as the CONSUMER's initial transaction, unless the CONSUMER expressly agrees otherwise and provided that the refund entails no cost for the CONSUMER.

The TRADER may withhold reimbursement of the full purchase amount until it has received the products or the CONSUMER has provided reliable, verified evidence of having returned them, whichever occurs first.

For the purposes of exercising the right of withdrawal, returning products in their original packaging is not a condition. The TRADER informs the CONSUMER that goods may lose value if not returned in their original packaging. Where goods are returned without that packaging or with damage, the refund to the CONSUMER will be reduced by the corresponding amount.

The CONSUMER is responsible for any diminished value of the goods resulting from handling beyond what is necessary to establish their nature or characteristics.

In all cases, to exercise the right of withdrawal, returned products must be in perfect usable condition for subsequent sale. Before returning a product, the CONSUMER must ensure it is properly protected against damage in transit.

The CONSUMER is informed that, when exercising the right of withdrawal, the shipping costs for returning purchased products from their home to the TRADER's warehouse (return costs) are always payable by the CONSUMER.

To meet the withdrawal deadline, it is sufficient to send the communication exercising this right, in the form and substance described, before the relevant deadline expires.

11.4. Exceptions to the statutory right of withdrawal

Products for which withdrawal is impossible because of their nature are excluded from the statutory right of withdrawal, without prejudice to any corresponding claim for damages. These include, in particular but not exclusively:

(i) Products made to the consumer's specifications or clearly personalised, or which by their nature cannot be returned or may deteriorate.

(ii) Products sealed for hygiene or health reasons that have been unsealed and/or consumed after delivery.

The consumer's right of withdrawal expires early if the TRADER, with the consumer's express consent or at their initiative, has fully performed the contracted service before the withdrawal period expires.

The consumer therefore has no statutory right of withdrawal if the TRADER provides products made to the consumer's specifications, supplies products clearly designed for their needs, supplies products that have been unsealed and/or consumed after delivery, or if the CONSUMER has themselves requested performance of a service before the withdrawal period expires.

12. APPLICABLE PRODUCT GUARANTEES

All goods purchased by the CONSUMER through the TRADER's Website are covered by a three-year statutory guarantee against lack of conformity arising from delivery, under the conditions and means of proof regulated in Royal Legislative Decree 1/2007 of 16 November approving the consolidated text of the General Law for the Protection of Consumers and Users and other supplementary laws, as amended by Royal Decree-Law 7/2021 of 27 April. This is without prejudice to the TRADER's right to verify the defects, their origin and when they appeared.

The guarantee period begins when the TRADER delivers the goods to the CONSUMER. Delivery is presumed to have occurred on the date shown on the invoice, purchase receipt or, if later, delivery note.

The statutory guarantee applies to contracts for the sale of existing goods and goods to be produced or manufactured.

The TRADER is liable to the CONSUMER for any lack of conformity existing at delivery and becoming apparent within three years of delivery. By a simple statement, the CONSUMER may require the TRADER to remedy that lack of conformity, reduce the price or terminate the contract.

In any of these cases, the CONSUMER may also claim damages where appropriate.

The CONSUMER may suspend payment of any outstanding part of the price until the TRADER fulfils its obligations and restores conformity of the goods.

Where approaching the TRADER about a lack of conformity is impossible or excessively burdensome for the CONSUMER, they may claim directly against the producer to have the goods brought into conformity.

As a general rule, and without prejudice to the cessation of the producer's liability, the producer is liable within the same periods and under the same conditions as the TRADER for lack of conformity relating to the origin, identity or suitability of the goods, according to their nature, purpose and applicable regulations.

Nevertheless, products are considered to conform to the contract if they meet all of the following requirements:

- - They match the TRADER's description and possess the qualities presented to the CONSUMER as a sample or model through the Website;
- - They are suitable for the purposes for which products of the same type are ordinarily used; and
- - They have the quality and performance usual for products of the same type that the CONSUMER may reasonably expect, considering the product's nature.

The guarantee excludes deficiencies caused by improper use or handling and defects arising from any external cause.

The TRADER is not required to compensate the CONSUMER or third parties for the consequences of improper use of the goods, including direct or indirect damage, personal accidents, damage to property other than the purchased goods, loss of profit or lost earnings.

For information on procedures to follow if there is a product problem, contact CUSTOMER AND AFTER-SALES SERVICE on +34 951 384 006 or at info@goldmanservice.com

Click here to download the Andalusian Regional Government complaint forms.

13. RETURN OF DEFECTIVE PRODUCTS

The CONSUMER may return products received in poor condition because of a flaw or manufacturing defect, provided these were not caused by improper handling or use by the CONSUMER, products that differ from those ordered, or products damaged in transit.

For a defective product, the TRADER is liable for lack of conformity becoming apparent within three years of delivery. The consumer and user must inform the TRADER of any lack of conformity as soon as they become aware of it.

If the CONSUMER believes at delivery that a product does not conform to the contract, they must contact the TRADER as soon as possible at info@goldmanservice.com to start the returns process, providing product details, order number and proof of purchase, and documenting the defect or damage with photographs or videos showing that the product is damaged, deteriorated or defective.

The TRADER only accepts returns of products purchased by the CONSUMER on the Website that have suffered breakage during transport, have not been used or handled, have manufacturing defects or differ from those ordered, within a maximum of 14 calendar days from receipt.

The CONSUMER has a further 14 calendar days to send the product(s) from the TRADER's acknowledgement of the CONSUMER's return request.

Returning products in their original packaging is not a condition. The TRADER informs the CONSUMER that the goods may lose value if not returned in their original packaging.

Transport costs for returning the product are payable by the CONSUMER, except where the product has a manufacturing defect.

Once the original goods are received, their condition will be checked and the TRADER will inform the CONSUMER by email whether they are entitled to replacement with a new product or a refund.

However, we may withhold reimbursement until we receive the goods or the CONSUMER provides evidence of return, whichever occurs first.

Any reimbursement owed by the TRADER to the CONSUMER following a price reduction or termination of the contract will be made without undue delay and in any event within fourteen days of the date on which the TRADER was informed of the consumer's decision to exercise the corresponding right.

Notwithstanding the above, where a contract for the sale of goods is terminated, the reimbursement period begins when the trader receives evidence from the consumer that the goods have been returned.

The TRADER will make that reimbursement using the same payment method used by the consumer to purchase the goods, unless the parties have expressly agreed otherwise and provided there is no

additional cost to the CONSUMER. The TRADER may not impose any reimbursement charge on the consumer.

For information on returning a product damaged in transit, incorrect or defective, contact CUSTOMER AND AFTER-SALES SERVICE on +34 951 384 006 or at info@goldmanservice.com

14. INFORMATION ON THE PROCESSING OF PERSONAL DATA

Under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (GENERAL DATA PROTECTION REGULATION – GDPR EU 2016/679), and Spanish Organic Law 3/2018 of 5 December on Personal Data Protection and Guarantee of Digital Rights (LOPDGDD 3/2018), the TRADER informs CONSUMERS of the online shop at https://goldmanservice.com that all personal data supplied by completing electronic contact or registration forms on the Website, or by emailing accounts under the goldmanservice.com domain, form part of the TRADER's Record of Processing Activities. This record will be updated periodically in accordance with GDPR EU 2016/679. The company's departments will use these data to provide services to the CONSUMER, process them (management, payment collection and dispatch of purchased products), send newsletters about the TRADER's offers, promotions and recommendations, and send commercial communications about our products by letter, telephone, email, SMS/MMS, WhatsApp, Telegram or equivalent electronic means, provided the data subject has consented to processing for this purpose.

The legal basis for processing is performance of a contract to which the data subject is a party, taking pre-contractual steps at their request, or obtaining their express consent. We will retain your personal data for as long as there is a

mutual interest in doing so, from when you give consent until you withdraw it or request restriction of processing. In such cases, we will retain your data in blocked form for the legally required periods. Data will not be disclosed to third parties unless required by law.

By entering data in the Website's electronic forms, the CONSUMER gives the TRADER explicit and unambiguous consent to process the supplied personal data for the purposes stated above.

The TRADER will not disclose such data to third parties without the CONSUMER's explicit and unambiguous consent, without prejudice to its duty to cooperate with competent administrative and judicial authorities that may require the affected CONSUMER's data.

The TRADER also informs the CONSUMER of the rights to access personal data, rectification, erasure (the right to be forgotten), restriction of processing, data portability, objection to processing and not to be subject to automated individual decisions. Where processing is based on consent, they may withdraw it at any time. These rights may be exercised in writing to C/ La Serna 7, 5º B - 29002 Málaga (Spain), or by email to info@goldmanservice.com. In both cases, the data subject must include legally valid proof of identity, such as a copy of their DNI, NIE or passport, and clearly identify the right they wish to exercise.

If you believe processing does not comply with current legislation or your rights have been infringed, you may also complain to the Spanish Supervisory Authority at https://www.aepd.es. Our Privacy Policy is available at https://goldmanservice.com/politica-de-privacidad

15. LIABILITY AND EXCLUSION OF LIABILITY

The TRADER cannot guarantee the Website's technical continuity, the absence of faults or service interruptions, or that the Website will be available or accessible one hundred per cent of the time. The Website is hosted on a secure server with the necessary SSL security certificate. These are the tools available to the TRADER to control the absence of viruses, worms or other harmful computer elements.

Under no circumstances will Website unavailability or faults entitle the CONSUMER or third parties to claim any payment or compensatory benefit on any grounds.

16. INTELLECTUAL AND INDUSTRIAL PROPERTY

The Website, including but not limited to its programming, editing, compilation and other elements necessary for its operation, designs, logos, text and/or graphics, belongs to the TRADER, or is used under licence or express authorisation from the authors.

All Website content is duly protected by intellectual and industrial property legislation and registered in the corresponding public registers.

Total or partial reproduction, use, exploitation, distribution and marketing always require the TRADER's prior written authorisation.

Any use not previously authorised by the TRADER will be regarded as a serious infringement of the author's intellectual or industrial property rights.

Designs, logos, text and/or graphics belonging to others that may appear on the Website belong to their respective owners, who are responsible for any dispute relating to them.

The TRADER acknowledges the corresponding industrial and intellectual property rights of their holders. Their mere mention or appearance on the Website does not imply any rights or responsibility of the TRADER over them, or its endorsement, sponsorship or recommendation.

17. LINKS

The creation of a hyperlink does not imply any relationship between the TRADER and the owner of the website on which it is placed, or acceptance or approval of that website's content or services by the TRADER.

Anyone wishing to create a hyperlink must first request written authorisation from the TRADER. In all cases, the hyperlink may only provide access to the websites' home page. It must not make false, inaccurate or incorrect statements about the TRADER or include unlawful content or content contrary to accepted standards of conduct or public policy.

The TRADER is not responsible for how users use the information made available on the Website or for actions based on it.

The TRADER accepts no responsibility for information on third-party websites accessible through links from any website it owns. Links on the TRADER's Website are provided solely for information and do not constitute a suggestion, invitation or recommendation.

18. GENERAL PROVISIONS

These Terms have been provided sufficiently in advance in accordance with current legislation. The TRADER also makes them available in a form that can be stored and reproduced, fulfilling the legal duty to provide pre-contractual information.

Click here to download the General Terms and Conditions.

The TRADER reserves the right at any time and without prior notice to change the presentation and configuration of the Website's online shop, its functions and/or content, and to stop providing services at any time, while maintaining all commercial and other obligations already undertaken.

If any provision of these Purchase Terms is held wholly or partly void or unenforceable by a competent court, tribunal or administrative body, that invalidity or unenforceability will not affect the remaining

provisions. In that case, the affected clause(s) will be replaced with others having effects as similar as possible to those replaced.

19. CUSTOMER AND AFTER-SALES SERVICE

For any enquiry, suggestion, complaint or claim concerning the purchase of products, use the Website contact form, email info@goldmanservice.com (24-hour service), or call Customer Service on +34 951 384 006 during the following telephone hours:

- - Monday to Friday, 09:00–14:00 in the morning and 16:00–19:00 in the afternoon.
- - Closed on Saturdays, Sundays and local, regional and national public holidays.

20. EUROPEAN ONLINE DISPUTE RESOLUTION PLATFORM

If the CONSUMER experiences a problem with an online purchase or service, they may use this means to submit a complaint about the purchase or service and opt for out-of-court resolution of the dispute.

Under Article 14.1 of Regulation (EU) No 524/2013, applicable throughout the European Union, and Spanish Law 7/2017 of 2 November incorporating Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes into Spanish law, the TRADER provides Website users with the following link:

https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=ES

Through this link, Website CONSUMERS may access the European Online Dispute Resolution (ODR) platform for consumer matters.

21. EVENTS BEYOND OUR CONTROL

We will not be liable for any failure or delay in fulfilling obligations where this is caused by events beyond our reasonable control (“Force Majeure”).

Force Majeure includes any act, event, failure to act, omission or accident beyond our reasonable control, including:

I. Strikes, lockouts or other industrial action.

II. Civil unrest, riot, invasion, terrorist threat or attack, war (declared or not), or threat of or preparations for war.

III. Fire, explosion, storm, flood, earthquake, subsidence, epidemic, pandemic or other natural disaster.

IV. Inability to use railways, ships, aircraft, motor transport or other means of public or private transport.

V. Inability to use public or private telecommunications systems.

VI. Acts, decrees, legislation, regulations or restrictions of any government or public authority.

Our obligations will be suspended for as long as the Force Majeure continues, and the time for fulfilling them will be extended by a period equal to its duration. We will use all reasonable means to bring the Force Majeure to an end or find a solution that enables us to fulfil our obligations despite it.

22. JURISDICTION

These General Terms are governed by Spanish law. Spanish legislation applies to all disputes or matters relating to this website or activities carried out on it, and the parties expressly submit to that legislation. The courts and tribunals of Málaga (Spain) have jurisdiction over disputes arising from or relating to its use, unless the user is a consumer, in which case the parties submit to the courts and tribunals of the consumer's habitual residence.

We also remind you that you can access the European Union's online dispute resolution platform at: https://ec.europa.eu/consumers/odr/main/?event=main.home2.show.

If any clause in these General Terms is declared wholly or partly void or ineffective, that invalidity or ineffectiveness will affect only that provision or the affected part. The remaining General Terms will remain in force, and the affected provision will be deemed wholly or partly omitted.

These Terms are also subject to any other provision, regulation or law that applies directly or indirectly.