

## 1. 1. DEFINITII SI TERMENI

### TERMS AND DEFINITIONS

THE TEACHER WITHIN - is the trade name of SC THE TEACHER WITHIN SRL., Legal person of Romanian nationality, having its registered office in Cluj-Napoca, Al. Baisoara no. 2A, with serial number in the Trade Register J12 / 1084/2018, unique fiscal registration code: 39082456.

Seller - THE TEACHER WITHIN SRL

Buyer - can be any natural person over the age of 16 or legal person or any legal entity that makes an Account on the Site and places an Order.

Client - can be any natural person over 16 years of age or legal person who has or obtains access to the CONTENT, through any means of communication provided by THE TEACHER WITHIN SRL (electronic, telephone, etc.) or based on an agreement of use between THE TEACHER WITHIN SRL and it and which requires creating and use of an Account.

User - any natural person over the age of 16 or a legal person registered on the Site, who, by completing the process of creating an Account, has agreed on the specific clauses requested on the site in the General Terms and Conditions section.

Nickname - pseudonym by which a certain User / Customer / Buyer can add Content to the Site. The nickname is associated with the information on the Site of the User / Customer / Buyer under the name of "Username".

Account - the section of the Site consisting of an e-mail address and a password that allows the Buyer to send the Order and which contains information about the Customer / Buyer and the Buyer's history on the Site (Orders, tax invoices, goods guarantees, etc.). The user is responsible and will ensure that all information entered when creating the Account is correct, complete and up to date.

Favorites - section of the Account that allows the Buyer / User to create Lists of Goods and Services that he wants to follow in view of a possible acquisition using the service offered by the Seller to track the Goods and Services by receiving Commercial Communications from his part.

List - the section in Favorites in which the Buyer / User can add Goods or Services that he wants to follow in view of a possible purchase and which, later, he can delete or add to the shopping cart ("My Cart").

The lists can be:

- Public: any Customer / Buyer / User can view the Buyer / User List if he has distributed it on social networks (Facebook, Twitter and Google+) or if he/she accesses the public profile of the Buyer / User on the Site. The lists are public, and the Buyer / User has the possibility to set them as private at any time, directly from his/her Account, Favorites section;

- Private: these can only be viewed by the Account holder. The Buyer / User has the possibility to set them as public at any time, directly from his/her Account, the Favorites section.

My Cart - section of the Account that allows the Buyer / User to add Goods or Services that he/she wants to purchase at the time of addition or at a later time; if the Goods or Services are not purchased at the time of addition by placing the Order, the Buyer / User will benefit from the service offered by the Seller for tracking the Goods and Services by receiving Commercial Communications from him.

Site - the online store hosted at the web address and its subdomains.

Order - an electronic document that intervenes as a form of communication between the Seller and the Buyer through which the Buyer transmits to the Seller, through the Site, his/her intention to purchase Goods and Services from the Site.

Goods and Services - any product or service listed on the Site, including the products and services mentioned in the Order, which are to be provided by the Seller, the Buyer as a result of the concluded Contract.

Campaign - the action of exhibiting for commercial purposes, a finite number of Goods and / or Services having a limited and predefined stock, for a limited period of time established by the Seller.

Contract - represents the contract concluded at distance between the Seller and the Buyer, without the simultaneous physical presence of the Seller and the Buyer.

Content - represents:

- - all information on the Site that can be visited, viewed or otherwise accessed by using electronic equipment;
- - the content of any e-mail sent to the Buyers by the Seller by electronic means and / or any other available means of communication;
- - any information communicated by any means by an employee / collaborator of the Seller, the Buyer, according to the contact information, specified or not by him/her;
- - information related to the Goods and / or Services and / or fees practiced by the Seller in a certain period;
- - information related to the Goods and / or Services and / or fees practiced by a third party with which the Seller has concluded partnership contracts, in a certain period;
- - data regarding the Seller, or other privileged data of the Seller.

Review - a written evaluation made by the owner or beneficiary of a Good or Service, an evaluation based on personal experience and his/her ability to make qualitative comments and to say whether or not the Good or Service meets the specifications mentioned by the manufacturer.

Rating - a way of expressing the degree of satisfaction of a User / Customer / Buyer with a product. The rating is expressed in the form of stars, each Good being able to

receive a score from one star to five stars. This degree of satisfaction will always be associated with the review written by the User / Customer / Buyer on a Good or Service.

Comment - critical appreciation or observation on a Review or other comment.

Question - the formula for addressing other Users / Customers / Buyers in order to obtain information about the Goods or Services on that page.

Answer - written information that is transmitted to the User / Client / Buyer who addressed a Question on the Site, on the page of a certain Good. The answer is an explanation given by a User / Customer / Buyer to another User / Customer / Buyer in a discussion.

Document – the present Terms and Conditions.

Commercial Communications - any type of message sent (such as: e-mail / SMS / telephone / mobile push / webpush / etc.) Containing general and thematic information, information on products similar or complementary to those you have purchased, information regarding offers or promotions, information regarding the Goods and Services added in the “My Account / Cart” section or the “Account / Favorites” section as well as other commercial communications such as market research and opinion polls.

Transaction - the collection or reimbursement of an amount resulting from the sale of a Good and / or Service by THE TEACHER WITHIN SRL, to the Buyer, by using the services of the card processor agreed by the Seller, regardless of the delivery method.

Green stamp tax - the value expressed in lei, paid by the Seller to the authorized company with the takeover of the operations of collection, transport and recovery / recycling of waste electrical and electronic equipment, as provided by the legislation in force.

Specifications - all specifications and / or descriptions of the Goods and Services as specified in their description.

Pay-by-click - the payment service provided by the payment processor integrated in the Site, made available to Customers, Users and / or Buyers through the Site in order to make an online card payment.

## 2. 2. CONTRACTUAL DOCUMENTS

2.1. By registering an Order on the Site, the Buyer agrees with the form of communication (telephone or e-mail) through which the Seller carries the commercial operations out.

2.2. The notification received by the Buyer, after making the Order, has the role of information and does not represent the acceptance of the Order. This notification is made electronically (e-mail) or by telephone.

2.3. For justified reasons, the Seller reserves the right to change the quantity of the Goods and / or Services in the Order. If the Seller changes the quantity of Goods and / or Services in the Order, the Buyer will be notified at the e-mail address or telephone

number provided to the Seller when placing the Order and will receive a refund of the paid amount.

2.4. The contract is considered concluded between the Seller and the Buyer at the moment of the receipt by the Buyer from the Seller of the notification of sending the Order, by means of electronic mail and / or SMS.

2.5. For Orders to be delivered to THE TEACHER WITHIN SRL delivery points, the prices and reservations of the Goods and / or Services are valid for 72 (seventy-two) hours from the registration of the Order by the Buyer.

2.6. The document and the information provided by the Seller on the Site will be the basis of the Contract, in addition to it being the guarantee certificate issued by the Seller or a supplier thereof for the purchased Goods.

### 3. 3. ONLINE SALES POLICY

3.1. Access in order to place an Order is allowed to any User / Buyer.

For justified reasons THE TEACHER WITHIN SRL reserves the right to restrict the access of the User / Buyer in order to place an Order and / or to some of the accepted payment methods, if it considers that based on the conduct or activity of the User / Buyer on the Site , his/her actions could harm in some way THE TEACHER WITHIN SRL. In any of these cases, the User / Buyer may contact the Customer Relations Department of THE TEACHER WITHIN SRL, in order to be informed about the reasons that led to the application of the above measures

3.2. Communication with the Seller can be done through direct interaction or through the addresses mentioned in the "contact" section of the Site. The seller has the freedom to manage the information received without having to bring justifications for it.

3.3 In case of an unusually high volume of traffic coming from an internet network, THE TEACHER WITHIN SRL reserves the right to ask Users / Buyers to manually enter the captcha validation codes, in order to protect the information within the Site.

3.4 THE TEACHER WITHIN SRL may publish on the Site information about Goods and / or Services and / or promotions practiced by it or by any other third party with which THE TEACHER WITHIN SRL has concluded partnership contracts, in a certain period of time and within the available stock.

3.5. All tariffs related to the Goods and / or Services presented on the Site are expressed in lei (RON) and include VAT.

3.6. Under the conditions provided by law, the price of the Electronic Goods displayed on the Site includes the Green Stamp Tax. If the User / Buyer requests details regarding the exact amount added to the price of the Good, he will contact the Customer Relations Department THE TEACHER WITHIN SRL.

3.7. In case of online payments the Seller is not / cannot be held responsible for any other additional costs borne by the Buyer, including but not limited to currency conversion fees applied by the issuing bank of his card, if the currency of its issuance differs from RON. The responsibility for this action lies solely with the Buyer.

3.8 All information used to describe the Goods and / or Services available on the Site (static / dynamic images / multimedia presentations / etc.) does not represent a contractual obligation on the part of the Seller, these being used exclusively as a presentation.

3.9. After 14 (fourteen) days from the purchase of a Good or Service, the Buyer will be required to register a Review related to the purchased Good or Service. The request will be sent to the email address registered by the Buyer in the Account. In this way, the Buyer contributes to informing other possible Users / Customers / Buyers on the Site and is actively involved in the development of new Services and in the most complete detailing of the characteristics of the Goods.

#### 4. 4. ASSIGNMENT AND SUBCONTRACTING

4.1. The Seller may assign and / or subcontract a third party for Services related to the fulfillment of the Order, with the information of the Buyer, without the consent of the Buyer. The Seller will always be responsible to the Buyer for all contractual obligations.

#### 5. 5. INTELLECTUAL AND INDUSTRIAL PROPERTY RIGHT

5.1. The content, as defined in the preamble, including but not limited to logos, stylized representations, commercial symbols, still images, dynamic images, text and / or multimedia content presented on the Site, are the exclusive property of THE TEACHER WITHIN SRL, being reserved to him all the rights obtained in this sense directly or indirectly (through licenses for use and / or publication).

5.2. The Customer / Buyer / User is not permitted to copy, distribute, publish, transfer to third parties, modify and / or otherwise alter, use, link to, display, include any Content in any context other than the original intended by THE TEACHER WITHIN SRL , the inclusion of any Content outside the Site, the removal of the signs that signify the copyright of THE TEACHER WITHIN SRL on the Content as well as the participation in the transfer, sale, distribution of materials made by reproducing, modifying or displaying the Content, except with the express written consent of THE TEACHER WITHIN SRL.

5.3. Any Content to which the Customer / Buyer / User has and / or obtains access by any means, is subject to the Document, if the Content is not accompanied by a specific and valid user agreement concluded between THE TEACHER WITHIN SRL and Buyer / Customer / User, and without any implicit or express warranty made by THE TEACHER WITHIN SRL with reference to that Content.

5.4. Customer / Buyer / User may copy, transfer and / or use Content only for personal or non-commercial purposes, only if they do not conflict with the provisions of the Document.

5.5. If THE TEACHER WITHIN SRL grants the Customer / Buyer / User the right to use in the form described in a separate user agreement, a certain content, to which the Customer / Buyer / User has or obtains access as a result of this agreement, this right extends only to that or those contents defined in the agreement, only for the period of its existence on the site or the period defined in the agreement, according to the defined conditions, if they exist and do not represent a contractual commitment by THE TEACHER WITHIN SRL for the respective Customer / Buyer / User or any other third party who has / obtains access to this transferred content, by any means

and which could be or is harmed in any way as a result of this content, during or after the expiration of the user agreement.

5.6. No Content transmitted to the Customer, User or Buyer, by any means of communication (electronic, telephone, etc.) or acquired by him by accessing, visiting and / or viewing does not constitute a contractual obligation on THE TEACHER WITHIN SRL and / or the employee / the person in charge of THE TEACHER WITHIN SRL who mediated the transfer of the Content, if it exists, to the respective content.

5.7. Any use of the Content for purposes other than those expressly permitted by this Document or the accompanying use agreement, if any, is prohibited.

## **6. 6. ORDER**

6.1. The Client / Buyer can place Orders on the Site, by adding the desired Goods and / or Services in the shopping cart, following to complete the Order by making the payment in one of the ways expressly indicated. Once added to the shopping cart, a Good and / or a Service is available for purchase to the extent that there is stock available for it. Adding a Good / Service to the shopping cart, in the absence of completing the Order, does not entail the registration of an order, implicitly also the automatic reservation of the Good / Service.

6.2. By completing the Order, the Buyer agrees that all data provided by him, necessary for the purchase process, are correct, complete and true at the time of placing the Order.

6.3. By completing the Order, the Buyer agrees that the Seller may contact him/her, by any means available / agreed by the Seller, in any situation where it is necessary to contact the Buyer.

6.4. The Seller may cancel the Order placed by the Buyer, following a prior notification addressed to the Buyer, without any subsequent obligation of any party to the other or without any party being able to claim damages from the other in the following cases:

6.4.1. non-acceptance by the issuing bank of the Buyer's card, of the transaction , in case of online payment;

6.4.2. invalidation of the transaction by the card processor approved by THE TEACHER WITHIN SRL, in case of online payment;

6.4.3. the data provided by the Client / Buyer on the Site are incomplete and / or incorrect;

6.5. The Buyer has the right to withdraw from the Contract, respectively to return a Good or to give up a Service, within 14 calendar days, without invoking any reason and without incurring costs other than delivery. Thus, according to GEO no. 34/2014, the period of return of a Good or renunciation of a Service expires within 14 days from:

- - the day on which the Buyer enters into physical possession of the last Good - if the Buyer orders through a single order multiple products that will be delivered separately

- - the day on which the Buyer enters into physical possession of the last Good or the last piece - in case of delivery of a product consisting of several lots or pieces

6.6. If the Buyer decides to withdraw from the Contract, he will be able to send a request at [corina.chiorean@transylvania-college.ro](mailto:corina.chiorean@transylvania-college.ro)

6.7. If the Client / Buyer requests the withdrawal from the Contract within the legal term of withdrawal from the contract, he/she must also return any gifts that accompanied the respective product. If the Order is paid, the Seller will reimburse the amount within a maximum of 14 (fourteen) days from the date of informing the Seller by the Buyer of his decision to withdraw from the Contract. The amount will be returned as follows:

6.7.1. for Orders paid by card online -> by refund to the account from which the payment was made;

6.7.2. for Orders paid with Op / refund / iTransfer / Bank card -> by bank transfer;

6.7.3. for Orders paid by consumer credit -> cancellation / recalculation of contract rates.

6.8. The Seller will be able to defer the refund until the Goods are sold or until they receive proof that they have been shipped, if he has not offered to recover the Goods himself (the most recent date will be taken).

6.9. If a Good and / or Service ordered by the Buyer cannot be delivered by the Seller, the latter will inform the Customer / Buyer of this fact and will return to the Buyer's account the value of the Good and / or the Service, within maximum 7 (seven) days from the date on which the Seller became aware of this fact or from the date on which the Buyer expressly expressed its intention to terminate the Contract.

6.10. The availability of a Good will be displayed on the Site as follows:

- "in stock" - we have more than 3 pieces in stock THE TEACHER WITHIN SRL
- "limited stock" - we have less than 3 pieces in the stock of THE TEACHER WITHIN SRL
- "in supplier stock" - The good is not available in stock THE TEACHER WITHIN SRL. If you register an Order for a Good that has "supplier stock" next to it, one of our sales consultants will contact you as soon as possible to communicate the availability of the Good.
- "to order" - The good is not available in the stock THE TEACHER WITHIN SRL and at the moment we do not have information about its availability in the supplier's stock. But, if you register an Order for a Good that has "on order" next to it, one of our sales consultants will check the availability of the product in the supplier's stock and will contact you to communicate the availability of the Good.
- "pre-order" - The good is not available in the stock of THE TEACHER WITHIN SRL nor in the stock of the supplier. But, if you register an order for a Good that has "pre-order" next to it, one of our sales consultants will check the supply term of the supplier and will contact you to communicate the availability of the Good.
- "out of stock" - The good is no longer available in THE TEACHER WITHIN SRL stock

- “currently unavailable” - at the moment we cannot procure the Good because it is not in the supplier's stock.

## 7. 7. GOODS / SERVICES FOR WHICH THE RIGHT OF WITHDRAWAL IS NOT ENSURED

7.1. The following are exempted from the right of withdrawal from the Contract:

7.1.1. service contracts, after the full provision of services, if the execution began with the prior express consent of the Buyer and after he/she confirmed that he/she became aware of the fact that he/she will lose his right of withdrawal after the full execution of the Contract by the Seller;

7.1.2. the supply of Goods and / or services whose price depends on the fluctuations on the financial market that the Seller cannot control and which may take place during the withdrawal period;

7.1.3. the supply of Goods made according to the specifications presented by the Buyer or clearly customized;

7.1.4. the supply of Goods that are likely to deteriorate or expire rapidly;

7.1.5. the supply of sealed Goods which cannot be returned for reasons of health protection or for reasons of hygiene and which have been unsealed by the Buyer;

7.1.6. the supply of Goods which are, after delivery, according to their nature, inseparably mixed with other elements;

7.1.7. the supply of alcoholic beverages whose price was agreed at the time of concluding the Contract, whose delivery cannot be made before 30 (thirty) days and whose real value depends on market fluctuations that the Seller cannot control;

7.1.8. contracts in which the Buyer has specifically requested the Seller to travel to his home to carry out urgent repair or maintenance work. If, on the occasion of such a visit, the Seller provides services other than those expressly requested by the Buyer or provides other Goods than the spare parts necessary for the execution of maintenance or repair work, the right of withdrawal applies to those Services or additional Goods ;

7.1.9. providing sealed audio or video recordings or sealed computer programs that have been unsealed after delivery;

7.1.10. provision of newspapers, periodicals and magazines, except for subscription contracts for the provision of such publications;

7.1.11. the provision of digital content that is not delivered on a material medium, if the service began with the prior express consent of the Buyer and after he has confirmed that he has become aware that he will lose his right of withdrawal.

## 8. 8. CONFIDENTIALITY

8.1. THE TEACHER WITHIN SRL will keep the confidentiality of the information of any nature that you provide. Disclosure of the information provided may be made only under the conditions mentioned in this Document.



8.2. No public statement, promotion, press release or any other form of disclosure to third parties will be made by the Buyer / Customer regarding the Order / Contract without the prior written consent of the Seller.

8.3. By submitting information or materials through this site, you give the Seller unrestricted and irrevocable access to them, the right to use, reproduce, display, modify, transmit and distribute such materials or information. You also agree that the Seller may freely use, in its own interest, this information, ideas, concepts, know-how or techniques that you have sent us through the Site. THE TEACHER WITHIN SRL will not be subject to obligations regarding the confidentiality of the information sent, if the legislation in force does not provide other specifications in this regard.

## 9. 9. COMMERCIAL COMMUNICATIONS

9.1. The Buyer / User / Customer may change at any time the option regarding the agreement given to the Seller for Commercial Communications containing general and thematic information including information regarding offers or promotions, as follows:

9.1.2. by changing the Account settings in the "My Subscriptions" section;

9.1.3. by accessing the unsubscribe link displayed in the Commercial Communications received from the Seller; or

9.1.4. by contacting the Seller.

9.2. By adding Goods or Services in the Account section:

to: "My Cart", the Seller will send to the Buyer / User Commercial Communications regarding:

- - upon price change of the Goods or Services added in the "My Cart" section,
- - recommendations of Goods or Services similar to those added in the "My Cart" section,
- - the existence of the Goods or Services in the "My Cart" section, and
- - stock availability of Goods or Services added in the "My Cart" section.

to "Favorites", the Seller will send to the Buyer / User Commercial Communications regarding:

- - upon price change of the Goods or Services added in the "Favorites" section,
- - recommendations of Goods or Services similar to those added in the "Favorites" section, and
- - stock availability of Goods Services added in the "Favorites" section.

9.3. Following the purchase of a Good or Service, the Seller will send to the Buyer / User Commercial Communications regarding:

- - suggestions of Goods or Services recommended to be used together with the purchased Good or Service.

9.4. The Customer / User may unsubscribe, at any time, from the Commercial Communications mentioned in point 9.3. above by accessing the unsubscribe link displayed in the commercial messages received from THE TEACHER WITHIN SRL or by contacting THE TEACHER WITHIN SRL in this regard.

9.5. Also, to improve the offer of Goods and Services and the shopping experience, we will use your data to conduct market research and opinion polls. The information obtained from these market researches and opinion polls will not be used for advertising purposes but only in those mentioned above. Your responses to market research and opinion polls will not be associated with your identity and will not be passed on to third parties or published. You can object to the use of data for market research purposes and opinion polls at any time, by accessing the unsubscribe link displayed in the message or by contacting THE TEACHER WITHIN SRL.

## **10. 10. BILLING - PAYMENT**

10.1. The prices of the Goods and Services displayed on the site include T.V.A. according to law.

10.2. The price, the payment method and the terms of payment are specified in each Order. The Seller will issue to the Buyer an invoice for the delivered Goods and Services, the Buyer's obligation being to provide all the information necessary to issue the invoice in accordance with the legislation in force.

10.3. The Seller will send to the Buyer the invoice related to the Order containing Goods and / or Services sold by THE TEACHER WITHIN SRL, as well as for any other payments related to the Order, exclusively in electronic format, by adding the invoice to the Buyer's Account or by e-mail mentioned by the Buyer in his Account.

10.4. For a correct communication of the invoice related to the Order, the Buyer has the obligations to update whenever necessary the data from his Account and to access the information and documents related to each Order, existing in the Account.

10.5. Through this method of communication, the Buyer, accessing his Account, will keep a record of the invoices issued by THE TEACHER WITHIN SRL, being able to save and archive them at any time and in any way he wants.

10.6. By sending the Order, the Buyer agrees to receive the invoices in electronic format by adding them by THE TEACHER WITHIN SRL in the Account or by e-mail, to the e-mail address mentioned in his Account.

10.7. If this information is unavailable for more than 48 (forty-eight) hours in the Account, please notify us of this issue by email: [corina.chiorean@transylvania-college.ro](mailto:corina.chiorean@transylvania-college.ro)

## **11. WARRANTIES**

11.1. All the Goods sold by THE TEACHER WITHIN SRL, except for the resealed Goods, benefit from warranty conditions in accordance with the legislation in force

and the commercial policies of the producers. The goods are new (except for resealed goods), in the original packaging and come from sources authorized by each manufacturer.

## 12. TRANSFER OF GOODS PROPERTY

12.1. Ownership of the Goods will be transferred upon delivery, after payment by the Buyer in the location indicated in the Order (meaning delivery - signing the receipt of the transport document provided by the courier or signing the receipt on the tax invoice in case of deliveries made by the Seller's staff) .

## 13. RESPONSIBILITY

13.1. The Seller cannot be liable for damages of any kind that the Buyer or any third party may suffer as a result of the Seller's fulfillment of any of its obligations under the Order and for damages resulting from the use of the Goods and Services after delivery and in particular for their loss.

13.2. By creating and using the Account, the User / Buyer assumes responsibility for maintaining the confidentiality of Account data (user and password) and for managing access to the Account, and, to the extent permitted by applicable law, is responsible for the activity carried out through his/her Account.

13.3. By creating the Account and / or using the Content and / or placing Orders, the Customer / User / Buyer expressly and unequivocally accepts the Terms and Conditions of the Site in the latest updated version that is communicated within the Site, existing at the time of account creation. and / or the use of the content and / or the date of placing the Order.

13.4. The Seller reserves the right to periodically update and modify the Terms and Conditions of the Site to reflect any changes in the manner and conditions of operation of the Site or any changes in legal requirements. The document is opposable to Customers / Users / Buyers from the moment of posting on the Site. In case of any such modification, we will display on the Site the modified version of the Document, reason for which please check periodically the content of this Document.

## 14. WRITING REVIEWS, COMMENTS, QUESTIONS AND ANSWERS

14.1. the writing of Reviews, Comments, Questions and Answers can be done, by Users / Customers / Buyers, in the sections "Customer Questions and Answers" and "Reviews". The information entered can be both positive and negative, and will refer to the characteristics and use of a product or service.

14.2. When registering a certain Review / Comment / Question / Answer on the Site, Users / Customers / Buyers grant the Seller a non-exclusive, perpetual, irrevocable, unlimited territorial license and give the Seller the right to use, reproduce, modify, adapt, publish, translate, distribute and display this content.

14.3. Each User / Customer / Buyer, at the time of registering for Review / Comment / Question / Answer in the mentioned sections, undertakes to comply with the following rules:

- to make references only to the characteristics and / or the way of using a certain product or service, avoiding information related to aspects that can change (price or promotional offers) or information related to the way the Order is carried out;
- to use only the Romanian language. Words or expressions are also allowed which, although not considered Romanian, are widely used in all media related to the respective field (eg: mouse, notebook, plug and play);
- to use an appropriate, non-offensive language, without terms that may offend or affect any other User / Customer / Buyer;
- to ensure the correct framing of the content introduced on the Site as follows: any Question will be entered in the "Customer Questions and Answers" section, and any Review will be entered in the "Reviews" section;
- to ensure that the information entered by them is realistic, correct, not misleading and in accordance with applicable laws, thus respecting the rights of other parties, copyrights, trademarks, licenses or other property rights, advertising or privacy;
- to use this facility only to communicate or obtain additional details regarding a certain product or service on the Site without referring to other companies that promote the sale and purchase of products or services;
- not to provide or request, in any way and in any measure, personal data (contact details, information about delivery or home address, telephone numbers, email addresses, name and / or surname, etc.) or any other information that may cause the disclosure of this personal data;
- not to post information and / or details about URLs (links) from other commercial sites that carry out the same commercial activity as the Seller;
- not to try to defraud the services provided by the Seller or to submit Reviews / Comments / Questions / Answers containing advertising materials;
- not to use the Review / Comment / Question / Answer as a means of communication with the Seller, in this sense the Seller's contact data registered on the Site will be used.

14.4. In addition to a realistic critical evaluation, when submitting a Review, the User / Customer / Buyer will also add a relevant Rating for the related product or service. Reviews, along with their corresponding Ratings, will influence the overall rating of the product or service, the number that appears in parentheses next to their title. Thus, a Review accompanied by a high Rating leads to an increase of the general Rating, and a Review accompanied by a low Rating leads to a decrease of the general Rating.

Users / Customers / Buyers who submit Reviews to which they attach photo or video files will comply with the following rules:

- the uploaded files will contain images and / or videos that refer to the product or service for which the Review is written, ensuring that the uploaded files respect the copyrights;

- uploaded files will not contain violence, adult content, licentious language or other content that offends a person / group based on race or ethnic origin, religion, disability, sex, age, veteran status, sexual or political orientation;

- uploaded files will not contain information about other people;

- uploaded files will not contain URLs or watermarks to sites that carry out the same commercial activity as the Seller.

14.5. When a Review / Comment / Question or Answer is reported by a User / Customer / Buyer as having inappropriate content, from a strictly subjective perspective, this content is carefully examined by the Seller to determine if it violates the Site Terms and Conditions. . The texts, photos or videos entered are removed from the Site only after their examination by the Seller.

14.6. If the Seller finds a violation of the Terms and Conditions repeatedly, it reserves the right to suspend the ability of the User / Customer / Buyer to submit Reviews / Comments / Questions or Answers in the sections "Customer Questions and Answers" and " Reviews ".

For notifications or complaints related to the purchased Good and / or Service, the Buyers have at their disposal the notification form within the Site. The maximum term for resolving complaints or notifications is 30 calendar days from their receipt.