

## **GENERAL TERMS OF PURCHASE**

The terms and conditions set forth below govern the sale of this website owned by Brave Creative Digital Partner, SL (hereinafter VENGA), whose registered office is located at Paseo de Las Delicias, 30 2nd Floor, Madrid (28045), Spain, and contact email info@wearebrave.net. Company registered in the Barcelona Mercantile Registry with CIF B87572608.

The language of the contract is Spanish.

You can modify the details before making the purchase.

Standard shipping costs are €5 per order, regardless of the number of items contained.

## **PURCHASE PROCESS**

The purchase process consists of several steps:

**FIRST:** To purchase, you must confirm the purchase and proceed to your bank card platform, or you can request payment via bank transfer.

**SECOND:** Within a maximum period of twenty-four (24) hours, VENGA will send an email to the user confirming the purchase. This email will assign a reference code for the purchase and detail the characteristics of the product, its price, and shipping costs.

**THIRD:** The order confirmation sent by VENGA is not valid as an invoice, only as proof of purchase. VENGA will send the corresponding invoice along with the Product.

## **PRICES**

The prices indicated in the product lists include VAT, itemized. The final summary of the purchase will show the total price including taxes and shipping costs.

## **COMPLAINTS AND RETURNS**

If you need to return a damaged, defective, or incorrect product, we will cover the shipping and collection costs. VENGA will check all damaged, incorrect, or defective products that are returned. If we do not consider that the returned product has a defect, is damaged, or is incorrect, we reserve the right to charge you for the product again, as well as any associated costs.

## **WARRANTY**

Remember that you have a customer service email where we will assist you promptly. These products are guaranteed according to the manufacturer's warranty and/or applicable legislation.

## **CUSTOMER SERVICE**

For any incident or complaint, the user may send an email to [info@VENGA.es](mailto:info@VENGA.es). As a consumer, you can request complaint forms at our registered office or download them [here](#).

## **HOME DELIVERY SERVICE**

The sales area through the Store is exclusively for the territory of Europe, so the delivery service will only be for this territory.

Products purchased through the Store will be sent to the delivery address specified by the user once payment has been verified.

VENGA's delivery service is carried out in collaboration with various reputable logistics operators.

Orders will not be served to P.O. boxes or hotels or other non-permanent addresses.

## **SHIPPING AND RETURNS**

See the specific section of the website.

## **APPLICABLE LAW AND JURISDICTION**

These general conditions are governed by Spanish legislation.

Any dispute arising from the interpretation or execution related to the validity, interpretation, compliance, or resolution of this contract shall be submitted to the Jurisdiction and Competence of the relevant Courts and Tribunals.

VENGA will archive the electronic documents in which the contract is formalized.

VENGA has an active conflict resolution policy, therefore offering customer service at your disposal.

We inform you that according to Article 40 of Law 7/2017, an online dispute resolution platform has been made available at the following link: [Online Dispute Resolution](#).

However, the company will decide, on a case-by-case basis, whether or not to adhere to this system, as we believe that conflicts can and should be resolved outside of these frameworks. Therefore, we advise that prior to any claim, you use our customer service system.