

TERMS AND CONDITIONS

General Terms and Conditions of Purchase

The following is the contractual document that will govern the purchase of products through the website: <https://pilsa.com>, owned by *Pilsa Hostelería Técnica S.L.U.* (hereinafter referred to as "the provider").

Acceptance of this document implies that the user:

1. Has read, understands, and agrees with the contents set forth herein.
2. Is a person with sufficient legal capacity to make purchases.
3. Accepts all the obligations stated in this document.

These conditions shall have an indefinite period of validity and will apply to all purchases made through the website. The provider reserves the right to unilaterally modify these terms and conditions, **without affecting** goods or promotions **acquired prior to such modifications**.

Identity of the Parties

On the one hand, the provider of the goods purchased by the user is *Pilsa Hostelería Técnica S.L.U.*, with registered office at C/ Camino Bajo 10, 18100 Armilla (Granada), Tax ID number B18283580, and customer service phone number +34 958 57 02 00 and/or email: info@pilsa.com. On the other hand, the user of the website, who provides their personal data under their sole responsibility for its use and safekeeping, and is liable for the accuracy of the personal information provided to the provider.

Purpose of the Contract

The purpose of this contract is to regulate the purchase relationship established between the provider and the user at the moment the user accepts it by checking the corresponding box during the online purchase process.

The contractual purchase relationship involves the delivery of a specific product, in exchange for a determined price that is publicly displayed on the website.

General Information

The terms and conditions described on this page apply exclusively to orders placed through the website.

These products may only be sold within the areas designated by the provider, specifically mainland Spain (**excluding the Balearic Islands, Canary Islands, Ceuta, Melilla, and Portugal**). However, if you are interested in our products and reside in a geographic area where we do not currently offer online sales, you may contact us to check the feasibility of shipping to your location by calling +34 958 122 543 or emailing tienda@pilsa.com

The only currency used will be the euro (€). The purchase process will be conducted in Spanish. If it is available in another language, this will be indicated in the website header.

Stock availability is subject to final confirmation by the provider, who will initially display it alongside each product.

The colours shown in product images are for reference only and may vary. Such differences may be due to image resolution, monitor settings, or screen type. If colour is a decisive factor for your purchase, we recommend contacting our customer service team prior to placing your order so we can clarify this detail.

For any information regarding your order, you may contact us by phone at +34 958 122 543 or by email at tienda@pilsa.com

How to Purchase

The purchase process is carried out entirely online through the website.

To begin your purchase, you must choose between two options: you can complete a form with your personal details to register, which will later be used for managing, invoicing, and shipping your orders. If you are already registered, you must log in with your username and password to proceed with your purchase. The user agrees to use their password responsibly and not share it with third parties, and to inform the provider in case of loss, forgotten password, or suspected unauthorized access, so that the account can be immediately blocked.

Once your user account is created, you will receive a welcome email confirming its activation.

Alternatively, you may place an order as a guest, without registering for a user account.

In both options, you simply need to select the product you wish to purchase and click on its image to view its features and details. There, you can choose the quantity you want to order. Before completing the purchase, **you must review all the product specifications available in the technical description**, once you have reviewed the product details and decide to proceed, click the "Add to Cart" button.

All products included in the shopping cart can be removed at any time, provided you indicate so.

If you modify any of the information entered, the summary displayed on the screen will automatically update. Additionally, there is a dedicated section where you can include specific comments or requests related to your order. To do so, please visit our **Contact** section.

Even after adding a specific product to your cart, you may continue shopping, with all selected items remaining in your basket until you click the button to proceed with the checkout process. Once in the shopping cart, there is a space where you can enter a

promotional code—either one you already have or one provided by the website as part of a promotion—allowing you to benefit from possible discounts on your order.

To complete your purchase, once you have verified that all your details are correct, you must click the checkbox to confirm your order and then select “Place Order.” In any case, you must accept the **terms and conditions of purchase and will have previously accepted the privacy policy**.

In any case, once the purchase process has been completed, the provider's purchasing platform will inform the user via email of all the relevant details, including product characteristics, price, shipping methods, delivery times, and the date of purchase. An invoice will also be sent either in paper format or by email, depending on the option selected by the customer in the purchase form. There, the user may give explicit consent to receive the invoice in electronic format or, if preferred, request it in paper format.

Order Delivery and Shipping Costs

Orders will be delivered to the shipping address freely provided by the user. During the registration process, you may indicate a different address for receiving your orders. The estimated delivery time for products is **48 to 72 hours**, calculated in **working days** (Monday to Friday), as the transport agencies we work with do not carry out deliveries on weekends or public holidays.

These delivery times apply to all products listed on our website, **except for items out of stock**. In such cases, we will contact the user directly to inform them of the estimated delivery time.

Although it is not common, it is possible that one or more of the products included in the customer's order may be unavailable at the time the order is processed.

If the selected product is out of stock, the customer will be informed of the new estimated delivery time and may choose to request an immediate refund of the purchase amount.

If it is not possible to restock the item promptly, a refund will be issued using the same payment method originally used, or through an alternative method agreed upon with the customer, should they prefer a different option. For a more accurate update on stock availability and delivery estimates, you may contact our customer service team at

+34 958 122 543 or by email at tienda@pilsa.com

The shipment of purchased products will only take place once the user has completed the full payment and it has been received by the provider. Until that moment, the purchase will not be considered finalized.

Shipping costs will be automatically calculated before the payment is made. However, **shipping is free for orders over €199 (excluding VAT)**. For any order below this amount, **shipping costs will be €20 (excluding VAT)**. Before proceeding to payment, you will be able to see whether shipping is free or not.

The total amount to be charged for your order will be visible before proceeding with payment. However, if you have any questions, you can contact us via our customer service phone number **+34 958 122 543** or by email at tienda@pilsa.com

The provider accepts no responsibility if the delivery cannot be completed due to false, inaccurate, or incomplete information provided by the user, or if the delivery cannot be made for reasons beyond the provider's control, such as the absence of the recipient.

Without prejudice to the above, we will take all measures required of a diligent merchant to ensure that delivery is made within the agreed timeframe, or, if that is not possible, as soon as possible to the satisfaction of both the sender and the recipient.

For any information regarding your order, you may contact us via our customer service phone number **+34 958 122 543** or by email at tienda@pilsa.com

Shipping costs will be displayed before the purchase process begins and once the payment button is enabled. These costs include VAT, which will be itemized for your review before completing the order.

We kindly ask customers to verify the following at the time of delivery by the carrier:

- That the product(s) have not been damaged or tampered with.
- That the number of items delivered matches the quantity indicated on the delivery note.
- For the return shipment, please try to use the original packaging in which the product was received to ensure it is properly protected. If you do not have the original packaging, you must return the product in suitable packaging so that it arrives in good condition at our warehouse.
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If, at the time of delivery, you notice that the products **have been damaged during transport**, we kindly ask you to either reject the order or contact us within **24 hours** via our customer service phone number **+34 958 122 543** or by email at tienda@pilsa.com so that we can handle the incident accordingly. **This 24-hour window is the period granted by the transport company to report damages and initiate the corresponding claim.**

Regardless of this, the customer retains their full right to the applicable **commercial warranty**.

Prices and Payment Methods

All orders include **Value Added Tax (VAT)** or any other applicable taxes, as well as **shipping costs** (if applicable), and are always expressed in **euros (€)**. The prices applicable to each product will be automatically applied by the purchase system during the final stage of the process, including any costs generated by taxes, shipping, or other services.

Every payment made to the provider will result in the issuance of an **invoice** in the name of the registered user.

Once the order is confirmed, payment can be made **by credit or debit card**. In this payment method, the customer will be directed to a secure environment where they will provide their

card details directly to the payment provider, which will then connect to their bank to authorize the transaction. This process ensures that the payment is made directly, securely, and legitimately, while maintaining the privacy of the card information at all times.

Right of Withdrawal

Case 1: Returns Due to Purchase Withdrawal

All products purchased on this website may be returned and refunded, provided that you notify us of your intention to return the product(s) within **14 calendar days** of receipt and that the following conditions are met:

Requirements for Returns Due to Withdrawal:

- For the return shipment, please try to use the original packaging in which the product was received to ensure it is properly protected. **If you do not have the original packaging, you must return the product in suitable packaging so that it arrives in good condition at our warehouse.**
- **The amounts paid for the item(s), including the initial shipping costs, will be refunded.**

The cost of return shipping will be borne by the customer. We will not accept returns sent with freight collect (postage due). However, if the consumer has expressly chosen a delivery method different from the least expensive standard delivery option, we will not be obligated to refund any additional costs incurred.

In which cases related to our activity, according to Article 103 on exceptions to the right of withdrawal, the right of withdrawal will not apply to contracts referring to:

- The supply of sealed goods that are not suitable for return for reasons of health protection or hygiene and have been unsealed after delivery.
- The supply of goods that may deteriorate or expire quickly.
- The supply of goods or the provision of services whose price depends on fluctuations in the financial market that the business cannot control and that may occur during the withdrawal period.
- The supply of goods made according to the consumer's and user's specifications or clearly personalized.
- The supply of goods that, after delivery and given their nature, have been inseparably mixed with other goods.
- The provision of services, once the service has been fully performed, where the execution began with the consumer's and user's prior express consent and

acknowledgment that they are aware that, once the contract has been fully executed by the business, they will lose their right of withdrawal.

The withdrawal period will expire 14 calendar days after:

- In the case of service contracts, the day the contract is concluded.
- In the case of sales contracts, the day the consumer or user, or a third party indicated by them other than the carrier, takes physical possession of the requested goods; or else:
 1. In the case of delivery of multiple goods ordered by the consumer or user in the same order but delivered separately, the day on which the consumer or user, or a third party indicated by them other than the carrier, takes physical possession of the last of the goods.
 2. In the case of delivery of a good composed of multiple components or parts, the day on which the consumer or user, or a third party indicated by them other than the carrier, takes physical possession of the last component or part.
 3. In the case of contracts for the periodic delivery of goods over a specified period, the day on which the consumer or user, or a third party indicated by them other than the carrier, takes physical possession of the first of those goods.

After reviewing the article, we will inform you whether you are entitled to a refund of the amounts paid.

We will refund all payments received from the consumer or user, including delivery costs where applicable, without undue delay and in any case within 14 calendar days from the date on which we were informed of the consumer's decision to withdraw from the contract. The consumer or user will only bear the direct cost of returning the goods, as permitted by Article 108.1 of the consolidated text of the General Law for the Defense of Consumers and Users and other complementary laws.

However, we may withhold the refund until we have received the goods, or until you have provided proof of their return, whichever occurs first. The refund will always be made using the same payment method you used for the purchase **or by another method preferred by the consumer.**

Steps to follow:

First, please contact us to provide all the product details through our customer service number 958 122 543 and/or email: tienda@pilsa.com to obtain confirmation of the return.

Fill out the return form and send it to us. Upon receiving the products, we will proceed to examine them and inform you whether you are entitled to a refund of the amounts paid for the purchased product(s), including delivery costs. The return process will be carried out as

soon as possible and, in any case, within 14 days from the date we were notified of your intention to withdraw.

For the return process, you may send the product at your own expense, either by postal service or with the carrier company of your choice. If you have any questions about the product return, please contact us through our customer service number 958 122 543 and/or email: tienda@pilsa.com

The return address is: **Pilsa Hostelería Técnica S.L.U., Parque Alban, Avda. San Rafael s.n. (Complejo Ceballos), 18100 Armilla (Granada, Spain).**

Case 2: Returns due to defective products or incorrect items.

If you believe that the product received at delivery does not match what was ordered, you must contact us through the designated channels, where we will inform you on how to proceed. The amounts paid for products returned due to any defect or flaw, when confirmed to exist, **will be fully refunded, including the shipping costs incurred to deliver the item.** The refund will be made using the same payment method used for the purchase or another method indicated by the consumer in their request.

Returns arising from a service error. In such cases, we commit to replacing the product with an identical one, provided it is available. If the exchange cannot be made, the full amount will be refunded.

Steps to exercise the right of withdrawal:

To exercise the right of withdrawal, you must notify us of your decision to withdraw from the contract through an unequivocal statement (for example, a letter sent by postal mail, fax, or email).

You may use the withdrawal form template, although its use is not mandatory.

The return process will be carried out as soon as possible and, in any case, within 14 calendar days from the date we were notified of the intention to withdraw.

For the return process, we will arrange the collection of the order by contacting you.

Once the item arrives at our facilities, the product will be inspected and the full refund of the order amount will be processed.

Alternatively, you may send the product back on your own via postal service or with the carrier of your choice. For any questions regarding the return, you can contact us at our customer service number 958 122 543 and/or email: tienda@pilsa.com

The return address is: **Pilsa Hostelería Técnica S.L.U., Parque Alban, Avda. San Rafael s.n. (Complejo Ceballos), 18100 Armilla (Granada, Spain).**

The withdrawal period will expire after 14 calendar days counted from:

- In the case of service contracts, the day the contract is concluded.

- In the case of sales contracts, the day on which the consumer or user, or a third party indicated by them other than the carrier, acquires physical possession of the goods ordered, or:
 1. In the case of delivery of multiple goods ordered by the consumer and user in the same order but delivered separately, the day on which the consumer or user, or a third party indicated by them, other than the carrier, acquires physical possession of the last of the goods.
 2. In the case of delivery of a good composed of multiple components or parts, the day on which the consumer or user, or a third party indicated by them, other than the carrier, acquires physical possession of the last component or part.
 3. In the case of contracts for the periodic delivery of goods over a determined period, the day on which the consumer or user, or a third party indicated by them, other than the carrier, acquires physical possession of the first of those goods.

We will proceed to examine the returned product and will inform you by email or phone within a reasonable timeframe whether the return or replacement is applicable (if applicable). The return or replacement of the item will be carried out as soon as possible and, in any case, **within 14 calendar days from the date** we send you an email confirming that the return or replacement of the non-compliant item is approved. The amounts paid for those products returned due to any defect or fault, when such defect truly exists, **will be fully refunded, including the shipping costs incurred to deliver the item to you**. The refund will be made using the same payment method used for the purchase or by any other method the consumer indicates in their request.

Returns resulting from an error in the service. In such cases, we commit to replacing the product with an identical one, provided it is available. If the replacement cannot be made, the amount paid will be refunded.

For the return process, you may send the product yourself via postal service or with the carrier of your choice. For any questions regarding the return, you can contact us through our customer service phone number 958 122 543 and/or email: tienda@pilsa.com

The return address is: **Pilsa Hostelería Técnica S.L.U., Parque Alban, Avda. San Rafael s.n. (Complejo Ceballos), 18100 Armilla (Granada, Spain).**

For any questions regarding the product return, you can contact us via our customer service phone number 958 122 543 or by email at tienda@pilsa.com

Applicable Warranties

In accordance with the provisions of Royal Legislative Decree 1/2007, all products have a two-year warranty from the date of delivery against any manufacturing defects. Depending on the type of product, the warranty provided will be that of the manufacturer.

If you need to make use of the warranty, we suggest you contact us by phone at +34 958 122 543 and/or by email at tienda@pilsa.com, and we will assist you with the process.

Damages or defects caused by improper use or handling of the item, as well as normal wear and tear from regular use, are not covered by this warranty.

Governing Law and Jurisdiction

This website is subject to Spanish law, and in the event of any dispute or controversy arising from the use of this website, both parties submit to the jurisdiction of the courts of the city of Granada. This express submission clause to the courts of Granada shall not apply in cases of disputes with users of the website who, under current legislation, qualify as consumers. In such cases, the provider and the user agree to submit any dispute arising from the provision of products or services covered by these Terms and Conditions to the courts where the user is located.

Likewise, the provider and the user may submit their conflicts to arbitration proceedings as provided by arbitration law and consumer protection legislation, as well as to extrajudicial dispute resolution procedures established through codes of conduct or other self-regulatory instruments.

If you are not satisfied with the products or services contracted and you are a customer from the European Union (excluding Spain), you may submit a complaint via the following link: <http://ec.europa.eu/consumers/odr/>