

# Terms and conditions

Mayoral Moda Infantil SAU (from now on MAYORAL) puts at your disposition an online purchasing service allowing you to shop from your computer for products available in our online store. You will also be able to enjoy exclusive promotions, gifts and special offers.

The following conditions regulate the sale of products presented on this web page by: Mayoral Moda Infantil SAU, C/ La Orotava 118, Málaga (España), C.P. 29006, inscribed in the Registry of Commerce of Malaga page 200, Tomo 1240 of the archive, book nº 153, in the general societies section, page MA-6554, inscription 1ª

## Contents ownership

All illustrations, designs, icons, graphics, photographs, images and any other element that forms a part of the web page are exclusive property of Mayoral Moda Infantil SAU.

All elements of this web page are designed for the purpose of offering the sale of products identified by the brand name MAYORAL. The copying or usage of said elements does not involve the transfer of any rights. This means that the reproduction, publication, transmission, modification or distribution of any element on this web page is strictly prohibited.

## Offer coverage

Our products are distributed in the following countries: Spain (Excluding Ceuta and Melilla), Portugal (Excluding Madeira and Azores), United Kingdom (Excluding Channel Islands, Scottish Islands and Isle of Man), Ireland, Italy (Excluding San Marino), France, Germany, Greece, Poland, The Netherlands, Belgium, Romania, United States of America, Denmark, Sweden, Finland, Bulgaria, Russia (No shipments are made to areas not covered by the transport agency we work with. This can be checked at check out based on the zip code) and Mexico.

## Purchase guarantee

The items offered on this web page are a selection of products from the MAYORAL collection and comply with the same quality and guarantee requirements as products for sale in MAYORAL establishments.

MAYORAL has made a special effort to ensure that the item colors are as close to the actual color as possible. Although, the item color that appears on screen may vary depending on the quality of the computer monitor. Because of this MAYORAL cannot guarantee that the color appearing on your screen is exact.

Special offers, promotions or discounts will be valid until the indicated date or until stocks last.

In the case of a defective product, Mayoral will proceed with the repair, substitution, change in price or termination of the contract, all of these options will be free for the consumer and user. Mayoral will respond to a lack of conformity if it becomes apparent within two years as of the delivery date. The user and consumer must inform the sales person of the lack of conformity within two months of the problem arising.

## **Purchase procedure**

The items that you would like to acquire must be selected and added to the shopping cart by clicking on the corresponding icon. The shopping bag will contain the selected item references, name, size, chosen color, and the corresponding price (tax included).

The price shown does not include shipping as rates vary depending on the country and shipping method selected. This price is indicated in the shopping bag before starting the purchase process.

During the purchase process, personal details will be requested in order to incorporate them in our data base for the order process and to facilitate any future purchases in MAYORAL. You will have access to your personal details and all order information through the "My account". Remember that the personal data must be indicated accurately to avoid confusion or incidents in the shipment of the item(s) purchased.

Once the purchase order has been completed, and before the order is shipped, a summary will be presented identifying the item(s) purchased, their total price (including taxes and other fees) and shipping information.

Once the transaction has been confirmed, the order number will be provided through the web page itself so that it can be tracked at any time and from your device. In addition, an e-mail will be sent, with a description of the order and the personal data that have been provided. The non-receipt of this message may be due to a transitory problem of communications in the network or to a typing error in the e-mail address communicated. In both cases, it is advisable to contact customer service.

If, at the time of the issuance of the order, our warehouse detects that there is no stock of any of the products included in it, we will try to locate the garment. If this is not possible, the customer will be notified immediately in order to cancel the order and place it again or receive the remaining garments and receive the refund for the missing garment.

Mayoral contributes to protecting the environment through digitization is committed to electronic media. The client will be able to view and download their invoices from the web whenever he/she wishes. Unless expressly requested, invoices will not be sent in paper format.

## **Currency and tax**

The prices shown on this web page are shown in the relevant country currency and include tax.

Once the order has been placed and before the order payment is made, a final order summary will be shown with details of the item/s purchased and their total price included tax and other fees.

MAYORAL gives users the option to choose a country or region as a destination in order to see the correct price with included tax. If the shipping address is changed

after this point and the country or region changes, the price shown in final order summary may vary.

## **Payment method and security**

Mayoral USA inc., located at 20803 Biscayne Boulevard - Suite 400. CP: 33180 - Miami

(Florida), is responsible for the charge and payment of all orders placed in the United States catalog of our online store.

MAYORAL will only accept payments made by the pay methods supported by the payment system and payments made by PayPal. If you choose to pay via PayPal you will be redirected to the PayPal page, from where you will be able to make payment using your Paypal account quickly and safely without having to provide any financial information.

For payments made by credit or debit card, the charge will be made online, that is to say, in real time, through the payment system of the corresponding financial institution, once it has been verified that the information provided is correct. In order to provide maximum security to the payment system, MAYORAL uses secure payment systems from leading financial institutions in e-commerce. In this sense, the data of the card used for the payment are transmitted in encrypted form. This solution guarantees the secrecy of the communication through a dialogue with encryption keys, guaranteed by the company GeoTrust, leader in security and SSL secure digital certifications.

As a complementary action to the payment system and with the objective of collaborating in the prevention of fraud through the Internet, MAYORAL reserves the right to request its customers' information and additional documents for the purpose of finalising the Order. Mayoral will verify said personal data provided, as well as adopt the measures it deems appropriate (including the cancellation of the order) so that the merchandise purchased is delivered in accordance with the data contained in the order.

Your card could be denied for one of the following reasons:

- The card has expired. Check that the card has not exceeded its validity date.
- The card limit may have been reached. Check with your bank that the card limit has not been exceeded.
- The details introduced may be incorrect. Check that you have filled in the necessary fields correctly.
- If it is for another reason, please contact your bank to clear up the motives as to why the operation has been denied.

Mayoral ensures online shopping security at all times. Our commercial process has been audited by Confianza Online and given the satisfactory result we obtained the Confianza Online stamp of approval.

## **Shipping**

The country of delivery must always match the country of purchase. When you visit Mayoral.com you will indicate the Country (region) and Language preferences, the delivery locations are related to the available states you have previously selected. If at any time you want to change country (region), you can do so.

Please be sure to double check your shipping information prior to submitting your order. Mayoral is unable to reroute packages once shipping has been initiated.

Mayoral offers you two shipping methods that you can select in the purchase process, depending on the country of delivery:

1. Home delivery: Using an international delivery company we can deliver to the address indicated during the purchase process (Home address, Work address, etc.) We are unable to ship to PO Boxes and military addresses.

2. Collection Points: It is also possible to receive your package at one of the points of convenience included in our network. You can directly check your nearest point by selecting the shipping method when processing your order.

Mayoral is not responsible for delays in shipping or delivery due to force of nature or other uncontrollable events.

Both the shipping costs and delivery times depend on the type of shipment selected. You can find out before processing the order:

Country	Delivery method	Delivery time	Shipping costs
United States	Standard delivery	Between 3 and 6 business days	US \$12.95

- The shipping cost may be increased if the volume of the order is high or the packaging is special.
- Delivery times may be longer during sales and promotions.

Through "My account" in "Orders" you can track your order status. You will receive an email each time your order status changes.

Shipping costs can be changed at any time without notice Said changes will be applicable as of the moment that they are included in the contract published on this web page. In any case, the delivery costs will be those that appear at the time the order is placed.

### **Cancellations, returns/refunds and exchanges**

You can only cancel an order if its status is "Received", once the status of the order changes to "Preparation" cancellation will no longer be possible. To cancel the order you only have to enter "My account", select "Orders" and locate the order you want to cancel. Once the order has been canceled, you will be refunded to the same payment method. This process may take a few days and it depends on your bank.

If you are not satisfied with your purchase, Mayoral allows you to return it within 30 calendar days from the date of delivery of the order, by logging into "My Account" and selecting "Orders and Returns".

Mayoral will refund the total amount of the order, or any part that is returned, not including any shipping costs, customs duties or import fees collected on behalf of U.S. Customs and Border Protection. Mayoral will not be held responsible for any customs duties or import fees on purchases. If you have any questions about your order, shipping, or any other inquiries, please contact us via email at [infous@mayoral.com](mailto:infous@mayoral.com).

Mayoral offers two return methods:

- You can return your items by leaving your package at a drop-off point, free of charge.
- Returns by your own means: The customer can send the order to Mayoral USA inc., 20803 Biscayne Boulevard - Suite 400 Miami, Florida 33180. It is advisable that the shipment is perfectly packaged, closed and certified if possible, Mayoral will not be responsible for any damage, loss or cost of such shipment.

In any case, the customer shall:

1. Process the return through "My Account".
2. Prepare the return by re-using the shipping bag itself or, in its absence, an appropriate packaging (box, bag, etc.).
3. On the outside, place the shipping return label provided.
4. Seal the bag correctly

When the returned items are received at Mayoral, they will pass through the quality control department.

When the return is authorized, a refund will be issued for the amount of the returned items. The refund will be made the same way the purchase was done, remember that this process can take a few days, depending on your bank.

If the return is not authorized you will be notified by email, in this case you can contact the customer service department for further details of the evaluation. In the case of none authorized returns Mayoral is under no obligation to refund the amount of the returned items. If the client would like to receive the returned items back, Mayoral will send them to the indicated address, but delivery charges will be charged to the client.

The client will pay any direct charges for the returning of products if they have not chosen one of the earlier mentioned free return methods.

Mayoral reminds you that all items that are to be returned must be in the conditions in which they were sent, never used and with all the tags attached. In any case, returns of the following items are not allowed: swimwear, underwear (knickers, socks, tights...), hair accessories, earrings, custom jewelry and cosmetics, except for faulty items.

Exchanges are not available at this time. If you are unsatisfied with your purchase, please follow the instructions above to return your item.

### **Security and data confidentiality**

Mayoral guarantees the security of the personal data you provide us. When necessary, Mayoral's web pages use SSL encryption to ensure the security of data being transmitted. In Mayoral, the saved data is stored in controlled servers with limited access. Your information may be stored or processed in Spain or any other country where Mayoral, their affiliates or agents are located.

Mayoral will never send you an email asking for the confirmation of personal information. If you receive a communication of this type, please forward it to [infoes@mayoral.com](mailto:infoes@mayoral.com).

Mayoral informs that they have implanted the technical and organisational measures necessary to guarantee the safety of your data and avoid modification, loss, unauthorised access or treatment by having taken in to account the nature of the saved data and complying with the LOPD (Data protection act), If you would like further information please check our Privacy policy.

If you have any questions or queries regarding the collection, use or communication of your personal information you can consult our Privacy policy or complete a form through our [Contact](#) page.

Departamento e-commerce  
Mayoral Moda Infantil SAU  
Calle La Orotava nº 118  
Málaga, España CP: 29006

### **Opening hours**

You can shop on Mayoral.com 24 hours a day, 7 days a week, 365 days of the year.

### **Applicable laws and jurisdiction**

This web pages server is located in Spain. The present General purchase conditions are in accordance to Spanish legislation. All parts are submitted, through choice, for the solution of conflicts and renounce any other regional code of laws, courts and tribunals in the user's home area. As an entity complying to Confianza Online and their ethical code, in the case of controversy relating to contracts, online publications, data protection and protection of minors, the user can apply to the extra judicial solutions of Confianza Online. ([www.confianzaonline.es](http://www.confianzaonline.es))

### **Customer service**

For any doubts, suggestions, claims or queries about our online store, you can contact our Customer service department using any of the below methods:

United States

- By telephone: (+1) 844-674-2174
- By mail: Mayoral USA inc., 20803 Biscayne Boulevard - Suite 400. 33180 Miami, Florida (c/o Online Customer Service Department).

MAYORAL will attend to your request as soon as possible.