



General Terms and Conditions

1. General Information

1.1 To the sales of the products (hereinafter the "Products") offered by MASHERA - WOMO , (hereinafter "Mashera -womo ") through the website www.mashera-womo.com. (hereinafter the "Site") the general terms and conditions of sale contained in this document (hereinafter the "General Conditions") will apply.

1.2 Mashera-Womo is a registered trademark before industry and commerce , belonging to the company MASHERA BAGS COMPANY SL. system administration common person legal , incorporated under Spanish law ("Spain "), with legal residence in the town square UNIVESIDAD of Barcelona.

1.3 All Products offered by Mashera-womo on the Site are sold directly by Mashera Bags Company SI . To protect the originality and quality of our products and identify their origin.

2. Commercial Policy

2.1 The sale of Products through the Site is intended solely and exclusively for natural persons who are final customers and / or direct users of said Products, and all those who intend to do business and / or obtain profits through the use of such means must refrain from using that medium. resale or commercialization of the products offered on the Site. By virtue of the foregoing, Mashera -womo reserves the right to refuse and / or not follow up, without any responsibility, on those purchase orders that, in the opinion of Mashera -womo , do not come from natural persons who have The characteristics mentioned above.

2.2. mashera -womo may at any time modify, amend or change these General Conditions without any liability. The acceptance by the client of the General Conditions in force at the time of the confirmation of a purchase order, will be a necessary condition for Mashera -womo to proceed to process it.

2.3. Mashera -womo reserves the right to limit the purchase quantities (units) to be acquired by the same person through a purchase order, determining a maximum number of units per category. The maximum numbers of units that can be purchased per category, for each purchase order, are those described in Annex 1 of this.

2.4 Mashera -womo will not accept purchase orders whose delivery address is located outside the coverage areas . In the same way, those purchase orders whose delivery address contains a postal code not enabled for delivery (according to the list contained in the "deliveries" section of the Site) or when the recipient cannot identify the recipient will not be followed and / or the address of the delivery.

2.5 The acceptance of these General Conditions by the client will be a necessary condition for the latter to be registered and Mashera -womo can process his purchase order.

3. Purchase conditions

3.1 It is possible that some Products are presented on the Site solely for promotional purposes and are therefore not intended for sale. The images, colors, tones and textures of the Products offered for sale may, in some cases, not correspond to the actual presentations, colors, tones or textures of the Products in question due to the technical characteristics and / or resolution. of the photograph or due to the software used by the client. The images, colors, colors and textures of the Products present on the Site must therefore be considered as indicative. By virtue of the foregoing, Mashera -womo will not be responsible for eventual variations in presentation, color, hue or texture of the Product due to the technical reasons mentioned above.

3.2 The customer is obliged to follow up on his purchase order, so he will be aware of the instructions and / or procedures indicated on the Site.

3.3. The client is obliged to verify the content of his purchase order before confirming it, as well as to complete the required information based on the corresponding instructions of the Site. At the end of each purchase order, the customer will be asked to confirm that they have read carefully and declare to accept the General Conditions. In the absence of acceptance of the General Conditions by the customer, it will not be possible to complete the purchase order.

3.4 In the event that the customer requires any modification or correction to the purchase order already made and still in the process of being signed by Mashera -womo , the customer must request it directly from Mashera -womo via email or , failing that, by telephone to the Customer Service and Service Center indicated in the "Contact" section.

In general terms, any purchase order already confirmed by Mashera -womo or in the process of delivery cannot be modified or corrected.

3.5. At the end of the purchase procedure, the customer is recommended to save or print the General Conditions in force at the time of the confirmation of the purchase order. The customer will receive an email ("E-mail") confirming receipt of the purchase order made which will contain a summary of the customer's data, as well as the delivery address and the essential characteristics of the Product (s) selected (s) in your purchase order, the sale price and the cost generated by the delivery.

3.6 The customer may at any time monitor the status of his purchase order, entering his Guide number previously confirmed by Mashera on the website of the authorized courier service provider.



4. Product Availability and Delivery

4.1 The customer may only purchase the series and type of Product offered on the Site and understands that the availability of the Products is limited.

4.2 In the event that a Product included in a purchase order is not available or in inventory, Mashera -womo will inform the customer via e-mail within a period that in principle will not exceed 48 business hours from the receipt of the corresponding purchase order, in which case the customer may choose between:

a) Accept the time expected to indicate Mashera -womo in which case the purchase order will remain in effect with the times of delivery in its case Mashera -womo indicated; or b) cancel the purchase order, in which case it will not be made charge to the credit card of the customer and, in the case of the charge and had been applied, Mashera -womo pro yield to carry out the processing of refund total, in the same way it was applied, as soon as possible; or

c) If it is a " multi- product" purchase order that is in process and one or more of the Products is not available, the customer must indicate if: (i) accepts that only the (the) be delivered Available product (s) and is awaiting the availability of the other Product (s) or (ii) cancels the purchase order and makes a new purchase order that includes only the (the) Product (s) available.

4.3 It is expressly understood that the purchase order made by the customer, will not force Mashera -womo to make the sale of the Product indicated therein and that, in case of accepting the purchase order, Mashera -womo will send an e-mail to customer indicating the reference number (shipping guide), referring to the package number with which the delivery service provider and / or courier will deliver the Product to the customer.

4.4. When the Product package purchased by the client leaves the Mashera -womo distribution center , the latter will send an e-mail to the client informing them.

4.5 The Customer Service and Service Center is available to the customer to provide assistance for any problem and / or delay related to delivery.

5. Prices and Payment Methods

5.1 The prices of the Products offered on the site already include VAT.

5.2 Product pricing is expressed in euro .

5.3 The total amount to be paid shall include the cost related to the delivery, as specified later in clause 6. "Delivery Costs".

5.4 Mashera -womo reserves the right to modify the sale prices offered on the Site at any time and without prior notice. The customer will pay the sale price that is published on the Site at the time of the confirmation of the purchase order.

5.5 Payment of the Product may be made solely and exclusively by credit card or bank or paypal debit . Accepted credit cards will be American express , Diners international club , Visa and Mastercard .

5.6. The payment process and the corresponding authorization will be subject to the rules and regulations applied by the banking institution in question.

5.7 The charge for the total amount of the purchase order will be made at the moment when the availability of the Product is confirmed and it is released by the Mashera -womo distribution center .

6. Delivery Costs

6.1 Delivery costs will be charged to the total amount of the customer's purchase order. The amounts of said expenses may be modified at any time without prior notice and may even be reduced or eliminated at the discretion of Mashera -womo , in case of activation of promotions.

If a STANDARD delivery service is requested your order must arrive within a maximum period of 2-3 business days after sending the confirmation of purchase with the Guide number . Please note that orders placed from:

Monday through Thursday after 6:00 p.m. , they will be processed the next day. Friday, Saturday and Sunday orders will be processed the next business day, and must arrive within 2-3 business days after shipment.

If an EXPRESS delivery service is requested your order must arrive within a maximum period of 24 hours after having sent the confirmation of your purchase with the Guide number . Please note that orders placed from:

Monday through Thursday after 18:00 in the afternoon, they will be processed the next day. Friday, Saturday and Sunday orders will be processed the next business day, and must arrive the next business day after they are shipped.

The aforementioned deadlines will run from the date of confirmation of the purchase order by Mashera -womo . The customer must verify that the EXPRESS service provided by the transport company covers the Postal Zone (postal code) for these deliveries since this service is not enabled throughout the territory .

6.2 The cost / delivery time must be necessarily indicated / selected by the customer and will be broken down separately to the price of the Product in the confirmation e-mail that Mashera -womo will send to the customer.

6.3 At the time of delivery to the address indicated by the customer, if no one receives the package, the delivery and courier service provider will leave a delivery notice indicating the next date on which the



package can be delivered, arriving Up to a maximum of 3 delivery attempts. If it is not possible to deliver on the third attempt, the customer must absorb the additional costs eventually generated by the subsequent shipment and delivery of the Products.

7. Claim and / or return of defective product

7.1 The customer must check the conditions and status of the Product at the time of delivery to check if it is in accordance with the ordered Product. Same conditions and condition of the packaging, being that if it is perceived that the package has been previously opened or if mistreated, it is necessary to refer / write / translate it in the part of comments that are included in the acknowledgment of receipt of the shipping company . Otherwise the shipping company or Mashera -womo will be responsible for the state in which you receive the product.

7.2 In the case of any damage, defect or anomaly, (for example: damaged product, defects in materials or production, missing product, any difference in relation to the Product indicated in the purchase confirmation received by Mashera -womo), the The client must notify Mashera -womo immediately and in a clear and detailed manner in writing via e-mail or by contacting the Customer Service and Service Center.

7.3 The Customer Service and Service Center will advise the client who will carry out the procedure for collecting the returned Product, in accordance with the current Mashera -womo policies .

7.4 In this case, the customer will have the right to demand the return and replacement of the Product regardless of whether his purchase order is for one or more Products, subject to the requested return proceeding in accordance with the Conditions.

7.5 In the case of total or partial return of the purchase order, Mashera -womo undertakes to carry out the necessary procedure for the return of the total price of the Product in a Term not exceeding 2 business days after receipt of the product in the Customer Service center and prior authorization of evolution by Mashera -womo .

7.6 In the case of returning the Product, the cost generated by the delivery service will be covered entirely by Mashera -womo .

7.7 In the event that the customer requires the change of damaged or defective Product, the same change that will be made subject to availability and the process will be the same as a return so the customer must re-enter a purchase order on the site. The cost generated by the delivery service will be fully covered by Mashera -womo .

7.8 The customer must pay maximum attention to the process of changing the Product. In order for the exchange of one or more Products to be carried out due to nonconformity or defects, the customer must return or deposit it by contacting the delivery and courier service provider a. For this purpose, Mashera -womo designates and authorizes the transport company exclusively . The customer must complete the return request and the corresponding documentation indicated by the delivery service provider .

The customer must refrain from using any other provider other than the one indicated in this subsection.

8. Cancellation of the purchase order.

8.1. The customer may cancel, partially or totally, the purchase order according to the following.

8.2 The customer has the right to cancel, partially or totally, the purchase order without penalty as long as it occurs within 5 (five) calendar days after receipt of the Product. In the case of a product referred to with a promotion and / or maximum high- end parts, it will be within 3 (three) calendar days after receiving the product.

8.3. To cancel the purchase order, the customer is obliged to carry out the return procedure by informing Mashera -womo in writing via e-mail or by telephone to the Customer Service and Service Center indicating clearly and precisely the reasons of the cancellation, and deliver the Product to a delivery service provider and or courier of your choice within 5 (five) calendar days after receipt of the Product for shipment to Mashera -womo , and must fill out the return form of Mashera -womo which is included in the packaging of the product itself to be returned in d e l same package with the Product. The customer understands and accepts that the cost generated by the shipment of the Product in return will be borne by the customer and will not be reimbursed by Mashera -womo .

8.4 In the case of returning the Product without a defect, lack, damage or vice of the same, the cost generated by the shipment through courier will be covered entirely by the customer. In the same way, the client will absorb the risk that will be presented in the return procedures including, without limitation, the risk of damage, theft or loss of the Product that may occur until the moment that Mashera -womo physically receives the Same in its facilities.

8.5 In the case of the procedure for returning the Product without defect, damage or vice of the same product and the cause is generated by misuse of the product, causal damage or normal deterioration thereof, Mashera -womo reserves the right of not accepting said return.

8.6 Whatever refers to a cause for return, the Product or Mashera -womo must come with original labels also within the packaging with which it was received to prevent any damage or abuse in the return shipment.



9. Liability for defective product

9.1 Mashera -womo will be responsible for any defect presented by the Products purchased through the Site that is checked and notified to Mashera -womo for a maximum period of 15 (fifteen) days after the date of receipt of the Product by the customer .

9.2 The replacement cost of the Product that is defective or not in accordance with the purchase order will be borne by mashera -womo .

9.3 Notwithstanding the provisions of the preceding paragraphs, if the Product presents the damaged zipper, closures or defective fittings, the return will not proceed but only the repair. By virtue of the above, the client must go, with his purchase order confirmation and proof of payment made, to Mashera -womo customer service .

10. Confidentiality

10.1 Mashera -womo will use the information provided by the clients in a confidential manner, so it cannot be disseminated or transmitted to third parties outside the transactions regulated by these General Conditions, unless expressly authorized by the client himself or at the request of the competent authority.

11. Applicable laws and disputes

11.1 These General Conditions are subject to and shall be interpreted in accordance with the applicable laws of Spain , and other regulations applied to the consumer and the provisions contained therein . For any dispute or controversy regarding the interpretation or execution of these General Conditions, the courts of the City of Barcelona will be competent , waiving the parties to which these General Conditions are applicable, to any other jurisdiction that by virtue of their addresses, present or future, or for any other reason, may be applicable.

12. Contact

12.1 For any questions or additional information, assistance or claims, the client must send an e- mail to the following address info @ mashera-womo .com or may contact by telephone the Mashera -womo Customer Service and Service Center .

Annex 1. Maximum number of items allowed for purchase order

The control over the maximum number of items allowed for purchase will be per product category, considering a different eventual maximum number from another category or article with a cap of 5 items per purchase order.

Relation of article category Table 1.

Table 1. Category Product

Maximum number of items allowed per purchase order.

Lady shoes · 3

Men's shoes · 3

Small Pelleteria Dama 6 ·

Bag Lady 3 ·

Cardholders 5

Lady Belt 6

Knight bag 3 ·

Small Pelleteria Knight 6 ·

Men belt 6 ·

Lady accessories 6 ·

Gift Items Lady 6 ·

Accessories Knight 6 ·

Gift items Men 6 ·

THE AMOUNT PERMITTED BY BUYING UP TO EACH ORDER OF PURCHASE OF \$ 10 000 EUROS