

GENERAL CONDITIONS OF THE CONTRACT

TIME2PADEL



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The purpose of this contract is to regulate the contractual relationship of sale born between the provider and the user at the moment in which the latter accepts the purchase during the contracting process.

The contractual relationship of sale entails the delivery, in exchange for a certain price and publicly exposed through the website, of a specific product.

These General Conditions are binding on both parties and form an integral and inseparable part of the sales contract. The effectiveness of this contract operates at the time of signing the order at the request of the User, through the contracting mechanisms that will be specified later, all in accordance with the provisions of art. 1,255 of the Civil Code that includes the principle of the autonomy of the will and agreements between the contracting parties.

1. Coverage of our products.

Definitely Time2Padel, SL operates through the website www.time2padel.com both outside and within Spain. You can check the destinations at the time of purchase.

The use of this website as well as any purchase made on it is considered to have been made in Spain, and therefore subject to current Spanish law and regulations.

You can contact our customer service through the following ways:

Spain:

- 911 687 937: Monday to Thursday: 09:30 to 20:30 / Friday: 09:30 to 16:00
- Send us an email to tienda@grupotpma.com
- Send us a WhatsApp: 638 353 177

International:

- +34 616 787 281: Monday to Thursday: 09:30 to 18:30 / Friday 09:30 to 16:00
- Send us an email to customer@grupotpma.com
- Send us a WhatsApp: +34 616 787 281

2. Contracting procedure.- How can I buy online?

In order for you to access the products offered by **TIME2PADEL** and make a purchase, you must freely and voluntarily provide the personal data that will be required.

To be able to buy in the online store, it is necessary to be a registered user of the system. We will ask you for the necessary information to be able to make shipments, issue the invoice and get in touch. These data will be treated according to the Data Protection Law.

It is reported that in accordance with what is required by art. 27 of Law 34/2002 on Services of the Information Society and Electronic Commerce, the contracting procedure will follow the following steps:

Buying at **TIME2PADEL** is very simple. You just have to follow the following steps:

1. On the left side there is a menu where you can locate the products by type and brand. You also have the option of using our product search engine (located at the top of the screen), where you must enter the keyword (s) you want to search for. Articles related to those search criteria will be displayed quickly.
2. **Click on the product you want to select and press the button: "Add to Cart or". - << *The cart is in the upper right part of the page.* >>**
3. When the product has been confirmed, you can finish placing your order by clicking on the 'Next' button, or add more items to your order by clicking on 'Continue shopping '. To empty the cart, you have to click on 'delete'.
4. At the bottom of the order summary screen, products related to the purchase already selected will appear in case you might be interested.
5. On this screen you can see the summary of the cart with the selected products, price and taxes. You can select the desired number of units for each product and delete any product if you wish by giving it the option to delete.
6. Once you have selected the products you want to buy as well as the number of units, you must identify yourself with email and password or create an account at the same time following the established instructions.
7. Once you have entered the necessary information and the shipping address, you can proceed to pay by selecting the desired option.
8. Before formalizing the purchase, you must validate and accept the General Contracting Conditions that will govern the contracting made.
9. You must click on "*Order with payment obligation / Go to pay*" , and enter your card details and your purchase will be completed.

The prices applicable to each product will be those published on the website, and applied automatically by the contracting process in the last phase of the same. In any case, this will always be previously communicated to users.

For any information about the order, the user may contact **customer service** through the contact forms mentioned above.

TIME2PADEL reserves the right to modify its prices at any time. The products will be invoiced at the price in force at the time of purchase, except for obvious typographical errors.

3. Information about the products.

The descriptions of the products offered on the portal are made based on the **TIME2PADEL** product catalog .

The photographs, graphic or iconographic representations and videos related to the products, as well as trade names, trademarks or distinctive signs of any kind contained on the website are intended to provide the most information, however, the User must take into account which are for guidance purposes and, consequently, are not exhaustive.

It is necessary to warn the user that in some cases the images offered with the description of the product may not exactly match, in these cases the description of the product that is made

in the purchase card or product details will always prevail. These cases will be exceptional since the intention of **TIME2PADEL** is to always offer a faithful image of the product offered.

Likewise, to guarantee more complete information, we will also indicate the existence or not of stock of the product as soon as possible. In the event that the product is not available after the purchase has been made, **TIME2PADEL** will inform the User of the total or partial cancellation of the order and the refund of the price, if applicable.

4. Price information.

The price of each product will be the one stipulated at all times on our website, except in the case of a manifest error. Although we try to ensure that all prices on the page are correct, errors may occur. If we discover an error in the price of any of the services you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or canceling it.

Prices may change at any time, without affecting said modification to orders that have already been made.

The prices indicated for each service will be expressed in the **euro currency (€)**.

Unless otherwise indicated, the prices of the products displayed on our website include legally applicable taxes (Spanish VAT 21%).

Shipping costs and applicable taxes will appear broken down at the time of purchase, (payment screen) so that the user can know exactly what the final price of the product is and how it is made.

5. Shipping costs.

PENINSULA AND PORTUGAL:

General shipping costs:

Order Amount	<€ 65	> 65 €
Generale cost s		
Login / Transfer	€ 3.95	Free
Paypal	€ 3.95 + paypal commission	Free + paypal commission
Cash on delivery	€ 3.95 + 3% value	+ 3% value

** Gifts of corresponding products may be included*

** Estimated time of e NVIO: 48 to 72 hours lab orables*

Shipping costs for Ball Boxes: Unit cost per Ball Box:

Login / Transfer	€ 3.95	€ 3.95
Paypal	3.95 + paypal commission	3.95 + paypal commission
Cash on delivery	Not available	Not available

* Estimated time of e NVIO: 48 to 72 working hours

BALEARICS:

General shipping costs:

Order Amount	<€ 65	> 65 €
General cost		
Login / Transfer	€ 3.95	Free
Paypal	€ 3.95 + paypal commission	Free + paypal commission
Cash on delivery	Not available	Not available

* You can Include gifts related products

* Estimated time of e NVIO: 48 to 72 working hours

Shipping costs for Ball Boxes: Unit cost per Ball Box:

Login / Transfer	€ 3.95	€ 3.95
Paypal	3.95 + paypal commission	3.95 + paypal commission
Cash on delivery	Not available	Not available

* Estimated time of e NVIO: 48 to 72 working hours

CANARY ISLANDS, MADEIRA, CEUTA AND MELILLA:

General shipping costs:

Order Amount	<€ 120	> 120 €
General cost		
Login / Transfer	€ 25.00	€ 25.00
Paypal	€ 25 + paypal commission	€ 25 + paypal commission
Cash on delivery	Not available	Not available

* Gifts of corresponding products cannot be included

* Estimated time of e NVIO: 7 to 10 working days

* In shipments to the Canary Islands, Ceuta and Melilla, peninsular VAT is not charged, but the tax corresponding to your community must be paid at destination

Shipping costs for Ball Boxes: Unit cost per Ball Box: 3 to 5 days

Login / Transfer	€ 35.00	€ 25.00
	€ 25	
Paypal	+ paypal commission	€ 25 + paypal commission
Cash on delivery	Not available	Not available

* Estimated time of e NVIO: 7 to 10 working days

* In shipments to the Canary Islands, Ceuta and Melilla, peninsular VAT is not charged, but the tax corresponding to your community must be paid at destination

AZORES ISLANDS:

General shipping costs:

Order Amount	<€ 120	> 120 €
General cost		
Login / Transfer	€ 35.00	€ 35.00
Paypal	€ 35 + paypal commission	€ 35 + paypal commission
Cash on delivery	Not available	Not available

* I can not include gifts of the corresponding products

* Estimated time of e NVIO: 7 to 10 working days

Shipping costs for Ball Boxes: Unit cost per Ball Box:

Login / Transfer	€ 35.00	€ 35.00
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Paypal	€ 35 + paypal commission	€ 35 + paypal commission
Cash on delivery	Not available	Not available

** Estimated time of e NVIO: 7 to 10 working days*

INTERNATIONAL DELIVERIES:

- EUROPE (European Union EU)

General shipping costs:

Order Amount	<195 €	> 195 €
General cost		
Ing reso / Transfer	€ 14.95	Free
Paypal	€ 14.95 + paypal commission	Free + paypal commission
Cash on delivery	Not available	Not available

** Gifts of corresponding products may be included*

** Estimated time of e NVIO: 3 to 5 working days*

Gast will shipping for drawers Ball: Unit cost per drawer Ball:

Login / Transfer	€ 15.00	€ 15.00
Paypal	€ 15 + paypal commission	€ 15 + paypal commission
Cash on delivery	Not available	Not available

** Estimated time of e NVIO: 3 to 5 days laborabl is*

- AMERICA AND REST OF THE WORLD:

General shipping costs:

Order Amount	<195 €	> 195 €
General cost		
Login / Transfer	€ 19.95	Free
Paypal	€ 19.95 + paypal commission	Free + paypal commission
Cash on delivery	NO	NO

** The gifts of the corresponding products cannot be included*

** Estimated time of e NVIO: 20 to 30 days working*

Shipping costs for Ball Boxes: Unit cost per Ball Box:

Login / Transfer	€ 77.00	€ 77.00
Paypal	€ 77 + paypal commission	€ 77 + paypal commission
Cash on delivery	NO	NO

** Estimated time of e NVIO: 3 to 5 working days*

6. Customs information.

If for the delivery of the product an address outside the EU is indicated, **you may be obliged to pay import duties and taxes , which will be charged at the time the package reaches its destination. Any additional amount due to customs clearance will be borne by you.** As an importer, you must therefore comply with all applicable laws and regulations in the country where you receive the order . **It is reported that international shipments are subject to inspection and opening by customs authorities**

7. Purchases from abroad.

In order to deduct VAT from International invoices, it is essential to indicate the Identity Card or Passport number.

Shipping costs, applicable taxes, and other surcharges and commissions will appear broken down at the time of purchase (payment screen) so that the user can know exactly what the final price of the product is and how it is made up.

It is possible to estimate and collect a deposit for import duties during the order processing process. These funds will be used to pay import taxes to the appropriate authorities, when your order has reached the destination country.

The estimated amount of import tax will appear on the summary page of your order. If this amount does not appear in the summary of your order, customs expenses will be borne by the recipient.

8. Offer and acceptance.

The contracting procedure and the pre-contractual information are in Spanish and this language will be used to carry out the contracting. If it can be carried out in another language, it will be indicated before starting the contracting procedure.

9. Information on means of payment.

The payment of the price through the web is made at the time of purchase and **TIME2PADEL** will send you a confirmation email of the purchase made informing about the expected date for the receipt of the product.

TIME2PADEL states that it does not have access to or store sensitive data related to the means of payment used by the User, except for those strictly necessary for the management of the payment. Only the corresponding financial institution processing the payment has access to these data for the management of payments and collections. Once the purchase process is completed, an electronic document is generated in which the contract is formalized and that the user can print.

TIME2PADEL reserves the right to cancel orders in the cases and in accordance with the terms and conditions indicated in the "Payment of Products" section of these Conditions of Use and Contract.

What payment method can I use to make my online purchase?

The payment of the products offered by the entity may be made through:

1. **Credit or debit card. Visa, MasterCard** through the Redsys platform to secure the purchase-sale transaction on the internet. This system allows us to have a high level of security in the purchase (No increase on the final price).

If your means of payment is a bank card, by clicking on "Buy and proceed to payment" you are confirming that the credit card is yours. If you receive a notification that your card has been rejected and you have verified that the card has not expired and that the information number associated with your card does not contain an error, you should contact your bank first to find out what the reason is. rejection or lack of authorization .

2. **PayPal.**

If you choose PayPal as a payment method, once the order has been placed, it is not allowed to make any type of change in the shipping address. It is an easier and safer

way to make payments online. You will need to enter your email and password. You can create a PayPal account totally free, and buy through this platform at this link: <https://www.paypal.com/es/webapps/mpp/home>

3. **Bank transfer or deposit into account** : If you choose to deposit, this can be done at any Banco Sabadell branch

Entity: Sabadell

Account Number: IBAN ES86 0081 0298 4100 0178 2779

Beneficiary: Definitely Time2padel SL

NIF: B86521747

For international transfers:

IBAN ES86 0081 0298 4100 0178 2779

SWIFT code: BSABESBB

4. **Cash on delivery payments. Cash at home**

This means of collection is considered as payment in cash and by Law 7/2012, of October 29, modifying the tax and budgetary regulations and adapting the financial regulations for the intensification of actions in the prevention and fight against fraud. In this case, the limitation of cash payments of € 2,500 to the same client in a period of one year is established.

Cash on delivery is simple and safe. At the time of delivery of the order, the amount of the purchase is paid in cash to the courier company. Messengers do not carry dataphones. Cash on delivery is not allowed in the Canary Islands, Azores, Balearic Islands, Ceuta and Melilla.

5. **Deferred system:** This option will only be available for national orders or Portugal. Buy now and pay in comfortable installments. If you select this form of payment, you can divide the payment into up to 6 installments, to which a commission will be added that is reflected at the time of payment. Once the purchase is made, the first payment will be made, repeating the same day of each month until the total amount is reached. If you wish, you can use the simulator that you will find in each product to find out the commission associated with each purchase.

6. **Discount coupons.** Consult specific conditions of the coupons by * [click here](#) *. [INCLUDE HYPERLINK]

Once the order has been placed, **TIME2PADEL** will send the user's email, within twenty-four hours (24 hours) after receiving the order formalization, where appropriate, the bank transfer, an email acknowledgment of receipt and confirmation of the purchase made . The order of products and, therefore, the contract will be understood to be formalized and perfected at the time of receipt of payment of the price by **TIME2PADEL** .

How can I pay by bank transfer?

Too easy. Once this payment option has been selected, the information necessary to make the payment can be consulted in the section: What payment method can I use to make my online purchase? Indicating in the subject your order number and your name and surname.

The term to make the transfer will be 3 days from the date the order has been placed. This will not be confirmed until the charge has been made in our account. If after the period of 3 days we have not received the payment, we will proceed to cancel the order. The costs of the transfer will always be paid by the buyer.

Is it safe to enter my credit card details on the web?

As you can see in our security policy, our payment is secure using the indicated means. Our online store has an SSL certificate that allows us to protect the bank information transferred in the purchase process using encryption methods. The confidential data of the payment by credit or debit card are transmitted directly and securely to the financial institution.

When making the payment through the secure payment gateway, the system will automatically verify that the credit card is activated for Secure Electronic Commerce. Then it will connect with the issuing bank, which will request the authentication and authorization of the operation.

My card has been declined, what can I do?

If you receive a notification that your card has been declined, you will need to contact your bank first to find out what the reason is. However, this circumstance can occur for several reasons:

1. The most common reasons why a payment is rejected are related to **payment security policies**. When making the payment through the secure payment gateway, the system will automatically verify that the card is activated for Secure Electronic Commerce. Next, it will connect with the financial entity that issued it, which will ask the buyer to authorize the operation by means of a personal authentication code. The operation will only be carried out if the issuing bank of the credit card confirms the authentication code and at that time the card will be charged. **Otherwise, the transaction will be rejected.**
2. **The card may be expired.** Check that your card does not exceed the validity date.
3. **Credit limits or withholding of funds.** The card limit for making purchases may have been reached.
4. **Incorrectly entered data.** Check that you have filled in all the c to mpos Nece sary with the correct information.

In any case, your bank is the only one that can provide you with the exact reason why a payment has been rejected.

My card has been used fraudulently. What should I do?

You must notify **TIME2PADEL** through email or phone, of any undue burden or fraudulent card used for purchases on the web, in the shortest time possible, in order that **TIME2PADEL** be done r the efforts consider convenient.

Information about the invoice.

We will issue the invoice in electronic support provided that you expressly authorize us to send it in this support.

In case you are a registered user, you will have access to your invoice in your client area.

The invoice will be issued in the name of the natural or legal person who places the order, so the User must ensure that they provide the correct and complete data of the buyer. No subsequent changes will be possible.

TIME2PADEL warns that, to preserve the confidentiality of the data, only duplicate invoices will be issued to the contract holder. No duplicates will be issued to third parties.

SHIPPING POLICY.

Delivery term.

The transport of the products will be carried out through external companies, which will carry out the door-to-door service, usually within a period from our confirmation of shipment of:

- **Peninsula and Portugal**

The delivery time is 48 to 72 hours (on business days) as long as we have stock of the requested products and the payment method is PayPal or cash on delivery. If your payment method is deposit or bank transfer, the shipping process will start once the deposit has been received with the order reference in the Time2padel account.

If your order is not in stock, you will receive it in 3-7 business days.

If your order is not in stock and we verify that getting said order is greater than 7 business days, we will immediately inform you with the waiting time indicated by the material distributor, and the client may, in this case, accept or reject the request.

- **Canary Islands, Azores, Balearic Islands, Ceuta and Melilla and international shipments**

Delivery times may be longer than those indicated above. You can consult us through customer service.

Depending on the volume of the order, the term could be extended. In any case, it will be indicated automatically when making the purchase. All this, without prejudice to the existence of force majeure or when, due to any circumstance beyond **TIME2PADEL**, **delivery can** not be made, in which case the user will be notified as soon as possible.

Gifts are included only for shipments to Europe, except the Canary Islands, Madeira and the Azores islands where they are also included, unless a discount voucher applies. **TIME2PADEL** also reserves the right not to include them if they disproportionately increase shipping costs.

Place of delivery.

TIME2PADEL undertakes to deliver the product in perfect condition to the address indicated by you. In order to optimize the delivery process, the address you provide must be an address where delivery can be made within normal business hours. Before making the payment, you will have the option to put a shipping address different from the one with which you have registered.

In this way, **TIME2PADEL** does not assume any responsibility when the delivery of the product does not take place as a result of the data provided by the user being false, inaccurate or incomplete or when the delivery cannot be made for reasons beyond the control of the shipping company, assigned for this purpose, as is the absence of the addressee, in these cases.

Transfer of risk and property.

The buyer acquires ownership of **TIME2PADEL** products the moment they receive the shipping confirmation and the product leaves our warehouses.

Delivery is considered to have been made from the moment in which the product has been made available to the User at the place of delivery indicated by the User.

The risk of the products (among others, the loss, impairment or theft) will be transmitted to the User from the moment the product / s has been made available to the buyer in accordance with the provisions of these Conditions.

Problems in the delivery and tracking of orders

You must notify us of cases of non-receipt of orders exceeding the deadlines indicated above.

- If your order is national in the Peninsula or the Balearic Islands - You will receive an SMS from Enviaia with your tracking code .
- If your order is national to the Canary Islands, Ceuta and Melilla, Portugal (Peninsula, Madeira or Azores), Europe or international - You will receive an e-mail from your carrier with your tracking code.

You can check the status of the shipment with your tracking code in the following links depending on the carrier:

- **SEUR** : [https://www.seur.com/livetracking/pages/seguimiento-online-busqueda.do?Faces-Redirect% 20 = true & segOnlineIdioma = es](https://www.seur.com/livetracking/pages/seguimiento-online-busqueda.do?Faces-Redirect%20=true&segOnlineIdioma=es)
- **Correos** : <https://www.correos.es/es/es/herramientas/localizador/envios#>
- **Shipping** : <https://www.envalia.com/seguimiento/>

If it is impossible for us to make the delivery, the company will contact you again to agree on a new delivery time or delivery date. The logistics company will inform you of the appropriate option.

When your order is delivered, you must check that everything is in accordance with what was requested.

If there is any discrepancy or problem with the order, you must contact **TIME2PADEL** through the emails mentioned above, leaving us your personal data and order number reflecting the discrepancy or problem and we will contact you shortly to solve the problem. incidence.

Return policy

Cancellations

We may decide to cancel your order. Examples in which we may not accept your order are the following:

1. When the Products that appear on the Platform are no longer available
2. When we are unable to obtain authorization for your payment
3. When the Product is subject to shipping restrictions
4. When the Product displayed on the Platform contains a manifest error, such as that the price is not correct or that it is displayed or is incorrectly described
5. When we cannot process the order for technical reasons
6. When we know or reasonably suspect that the order has been made with the help or intervention of any software, robot, tracker, spider or any other automated device or procedure

Returns

To return a product, as a natural person, you have a maximum period of fourteen (14) calendar days from receipt of the product.

How do you proceed to return a product?

For returns, a voucher will be created with the amount of the purchase to spend on future purchases in our online store or physical store without expiration date

All returns must be approved by Time2padel, for which the following requirements must be met

1. The products must be returned in the same conditions in which you received them, together with their complete original packaging, labels and together with any accessories related to them. The blades must have the seal on the handle. If a shovel is sent without a seal, the product will not be returned and it will be at the customer's expense to pick it up at the store. For the shipment of shoes, or other products that have their own box, said box has to be protected since it is considered part of the article, and cannot be used as a shipping box. Products must be new and unused, in perfect condition.
2. The package must have a paper inside indicating the data (name, shipment reference and a contact telephone number)
3. You are responsible for proving that the items have been returned, so we recommend that you always send your returns through a system that certifies delivery.
4. **You will be responsible for the shipping costs of returning the product.**
5. **In no case will we accept returns sent postage due.**
6. **TIME2PADEL** reserves the right not to accept products that belong to a single order, returned and delivered at different times.
7. Returned products must be sent in a single delivery, to the following address

Time2padel Store

Calle San Ramón Nonato nº4

28046 Madrid

Tel: 911 687 937 (Important, once the package has been sent, you must contact the store only through this phone)

Once we verify that the products you return meet all the specifications of the Return Policy, we will send you an email informing you that the return has been accepted and a voucher will be created with the amount of the purchase to spend on future purchases in our online store or physical store, without expiration date.

If your return does not comply with the stipulated terms, you will not be entitled to receive any return.

Returns of defective products

The full amount will only be reimbursed according to the same payment method used by the customer if at the time of delivery, it detects that the product has a defect, is wrong, is in poor condition or unsealed.

Notwithstanding the provisions of this section and any other rights that may correspond to you, you will be entitled to a refund of the price of defective products or products delivered if they do not correspond to the order placed and the corresponding shipping costs.

In these cases, you must:

1. Contact us immediately, within 24 hours, through the contact email to the email mentioned above depending on whether your purchase is from Spain or is an international order, indicating the error or defect along with your personal data .
2. To proceed with the return of the product due to defects, poor condition, expiration, etc. ..., **it is very important that at the time of observing a discrepancy with the product, proceed to take a photo where the date and time appear and where it can be clearly seen the product problem.**
3. The return of products in poor condition, expired, or wrong must be done through the procedure established in the previous section to the following address: Tienda Time2padel Calle / San Ramón nonato nº4, 28046 Madrid.

Once you inform us of the detected defect, we will proceed to carefully examine the returned product and we will notify you by e-mail within a reasonable period of time if the return or replacement of the same is appropriate (if applicable). The return or replacement of the item will be made within a maximum period of 14 days from when the withdrawal is exercised.

Provided that the User has followed the established procedure and the requirements established in these General Conditions have been met, **TIME2PADEL will** refund the price paid corresponding to the returned products that are defective or that do not correspond to the order of products made by the User.

In the case of problems with the packaging, you must notify the carrier at the time of receipt of the order, indicating it on the receipt or on the electronic tablet of the delivery person.

Guarantees and information of the products.

The products that we present on our website are a careful selection from our collection. We have taken special care to show the colors and characteristics of our products with great precision.

Of course, the calibration of each monitor is different, and we cannot guarantee that your monitor displays the colors with complete accuracy and the delivered product may not match exactly with the image captured on the web.

You will have the possibility to rate and comment on our products ; to avoid offensive, violent, illegal comments, spam, etc., **these will be subject to our validation.** You will be solely responsible for the comments that you may leave on our website, not being responsible in any case **TIME2PADEL** for them, nor having the obligation to publish them.

All the products offered on the TIME2PADEL website have the guarantee of the suppliers, who guarantee that these items are in perfect condition for use.

In accordance with current regulations, these products have a two-year warranty from the time of purchase.

During the first six months it is presumed that the problem is due to a factory failure unless the supplier proves otherwise, while, from the sixth month and up to two years, it will be the customer who has to demonstrate that the failure is It was due to an original fault.

If you believe that the problem is due to a manufacturer failure, you should contact the Customer Service Department at the contact channels listed above. The Guarantee Department will respond to you, indicating the information you have to provide us, as it varies depending on each brand.

Responsibility and disclaimer.

Our purchase conditions do not exclude or limit our liability for:

1. Death or personal injury caused by our negligence,
2. Fraudulent statements,
3. Any other liability that cannot be limited or excluded by applicable law.

Notwithstanding the foregoing, we will not be responsible for:

1. Economic losses (including loss of income, data, benefits, contracts, business or anticipated savings) or loss of goodwill or reputation or losses for special or indirect damages suffered or incurred by you arising out of or in connection with these Conditions .
2. Cases of force majeure that will include any act, event, lack of exercise, omission or accident that is beyond our reasonable control and will include especially (without limitation) the following events:
 - Strikes, lockouts or other industrial action.
 - Civil commotion, revolt, invasion, terrorist attack or terrorist threat, war whether declared or not) or threat or preparations for war.
 - Fire, explosion, storm, flood, earthquake, subsidence, epidemic or any other natural disaster.
 - Impossibility of using trains, boats, airplanes, motor transport or other means of transport, public or private.
 - Inability to use public or private telecommunication systems.
 - Acts, decrees, legislation, regulations or restrictions of other governments.

During the events mentioned above, the obligations acquired in this contract will be understood to be suspended while the cause that originated it persists.

The provisions of this section do not affect your legal rights as a consumer, nor your right to withdraw from the contract.

Withdrawal

We also put at your disposal a withdrawal form, which you can download from our website from this [link](#) or from this [link](#) , it must be sent to the email mentioned above depending on whether your purchase is from Spain or is an international order.

Whatever the payment system used by you, the refund of the amount will be launched through the same payment method made, as soon as possible, but always within a period of 14 days from when the client exercises the withdrawal. In the case of payment by transfer, you must indicate an account number where to make the deposit, and in the event that the product has been purchased cash on delivery, you will have to provide us with a card number to make the return.

Conflict resolution.

Applicable law and jurisdiction.

The relationship between **TIME2PADEL** and the Consumer and User will be governed by current Spanish regulations. In accordance with the provisions of article 90.2 of the TRLGDCU, all disputes and claims derived from this legal notice will be resolved by the Courts and Tribunals of the consumer's domicile.

Extrajudicial conflict resolution.

In accordance with the provisions of article 14.1 of Regulation 524/2013 of the European Parliament and of the Council of May 21, 2013 on resolution of online disputes in consumer matters, the consumer and user are informed that in case of conflict they may go to the extrajudicial resolution of online disputes

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=ES>

Claim sheets.

In case you want to file a complaint, we inform you that we have complaint forms at your disposal that you can request in the contact channels mentioned above.

Minors.

TIME2PADEL directs its services to users over 18 years of age. Minors under this age are NOT authorized to use our services and should not, therefore, send us their personal data. We inform that, if such a circumstance occurs, TIME2PADEL is not responsible for the possible consequences that may arise from the breach of the notice that is established in this same clause.

Claims on Intellectual Property.

TIME2PADEL respects the intellectual property of third parties. If you consider that your intellectual property rights have been infringed, please inform us of this incident in the contact channels mentioned above.

Security policy.

TIME2PADEL has contracted an SSL certificate for its website.

An SSL certificate allows you to protect all the personal and confidential information that can be handled on a website, regardless of the information that is being transmitted, such as from any of the contact forms on the website to the server, or the data introduced for the subscription of news bulletins or access to protected areas, etc.

The website address will appear in green, activating the “https” protocol that allows secure connections from a web server to the user's browser.

Sweepstakes on Social Networks.

In the event that we carry out sweepstakes on Social Networks such as Facebook or Instagram, you should know that these platforms do not sponsor or associate in any way with the organizer of the same.

The participant exonerates Facebook / Instagram from any type of responsibility caused by the breach of the legal bases of the draw.

Specific Terms and Conditions.- Discount coupons.

Organizing entity.-

For the attention of the entity **DEFINITELY TIME2PADEL SLU** with NIF **B86521747** with registered office at **C / SAN RAMON NONATO Nº 4** registered in the Madrid Mercantile Registry , in volume 30,244 Folio 76, Section 8, Sheet M-544375, 1st entry, in later HOLDER

Spain:

- 911 687 937: Monday to Thursday: 09:30 to 20:30 / Friday: 09:30 to 16:00
- Send us an email to tienda@time2padel.com
- Send us a WhatsApp: 638 353 177

International:

- +34 616 787 281: Monday to Thursday: 09:30 to 18:30 / Friday 09:30 to 16:00
- Send us an email to customer@time2padel.com
- Send us a WhatsApp: +34 616 787 281

ACTIVITY / SECTOR OF THE ENTITY: - ONLINE STORE

What are discount coupons?

Discount coupons are promotional offers that allow a partial or total reduction in the price of the order or product . Coupons apply only to products and not to shipping costs.

Discount coupons may have some additional restrictions or limitations (for example, a limited number of coupons, or a specific redemption period). In these cases, you can consult these additional conditions in the text that accompanies the coupon. If the discount coupon is no longer valid at the time of making your reservation, you will be informed before the payment is made.

Place and date.-

Discount coupons can be applied to specific places and users, to specific products and on specific dates. The conditions of each campaign will be provided together with the distribution of the discount coupon.

How to take part.-

Regarding the discount coupons promoted by the company, the general contracting conditions on this website apply together with the specific conditions of each of the coupons.

In order to enjoy your discount, you must enter the redemption code on the Payment and shipping screen and select **Apply** before paying the remaining amount for the order.

It is very important to always check the applicable terms and conditions to see all the details or requirements of the coupon or offer.

Discount coupons are for personal use and are not transferable and cannot be used by third parties, except in the case of exceptions indicated in the Specific Conditions.

Anyone using discount coupons must be 18 years of age or older.

Discount coupons are not cumulative with other promotions of the organizing entity.

Only one discount coupon can be used per order and per shopping cart.

Coupons are non-refundable, must be used in a single purchase of one or more products purchased through this website and cannot be exchanged for cash.

Discount coupons can be used for payment from a certain minimum purchase amount taking into account the final sale price (VAT included), not including shipping costs.

In the event that the amount of the discount coupon does not cover the final sale price (VAT included), you must pay the difference, which will only be possible using the means of payment indicated in section 7 of the General Conditions of Sale. "*Information on means of payment*".

In the event that the coupon has a higher value than your order, the difference will not be refundable, nor can it be accumulated for a subsequent order. Therefore, if you do not use the full value of the discount coupon in the order, you will lose the difference.

Discount coupons are valid for the purchase of a specific selection of products or at a certain time and will expire if they have not been used after the validity period of the coupon.

It is not allowed to sell, trade or acquire discount coupons without the express authorization of **TIME2PADEL**.

Error messages.

1. If a coupon has been used in previous purchases, an error message will be displayed indicating this.
2. If, when trying to redeem a coupon, you see a message stating that it cannot be applied to the order you are trying to process, you should do the following:
 - That the coupon has not been redeemed.
 - That the coupon has not expired.
 - That the coupon has been entered correctly.
 - That the item you wish to purchase meets the stipulated conditions since, otherwise, you will not be able to enjoy the discount.