

GENERAL CONDITIONS OF SALE

PREAMBLE

These conditions are agreed between ROQOBO, Unipessoal Lda, registered at Travessa Vila Meã, 151, Conde, 4815-052 Guimarães, Portugal, Capital Social of 500.00€, registered under the unique number of legal person and tax 515881864, hereinafter referred to as "ROQOBO" and among any natural person of legal age or legal person who wishes to make a purchase through the ROQOBO brand website (www.roqobo.com), hereinafter referred to as "User".

These general conditions apply to visitors to the website www.roqobo.com as well as any transactions of a commercial nature carried out through the ROQOBO online store.

The parties agree that their relations shall be governed exclusively by the general conditions described herein.

OBJECT

The purpose of these conditions is to define the general conditions of sale established between ROQOBO and the User, starting with the order and all the services provided by ROQOBO, including payment methods and the conditions of delivery of the goods.

These conditions regulate all the steps necessary to place the order.

ORDER

The User may place his order online, on the website www.roqobo.com.

In order to place your order, you must register on the www.roqobo.com website and must provide certain personal data, such as your name, address, etc. For this purpose, the User must fill in all the mandatory fields of the registration form. Once registration is complete, ROQOBO services will assign you a customer number. Only users who are of legal age or legal persons can create an account on the www.roqobo.com website.

If you are already a registered User, you must identify yourself by inserting your email address (e-mail) as well as your password.

The validation of the order implies that the User has acknowledged and expressly accepts these General Conditions of Sale, available for consultation in www.roqobo.com, as well as, the prices and description of the products available for sale.

As soon as you finish your purchase, you will receive an automatic email confirming the transaction. If the data is not correct you can immediately request to change it, or even to cancel the purchase.

In the absence of availability of the product, ROQOBO undertakes to inform the User and to reimburse him for the amounts he/she has eventually paid within a maximum of thirty (30) days from the date of knowledge of such unavailability.

PROFESSIONAL CLIENTS

The products comply with applicable regulations. In the event that the professional customer wishes to export the products, it is his/her responsibility to verify the conformity of those products with the legislation

of the country of destination.

For professional customers (e.g. companies, institutions, etc.) based in European Union countries and with active registration in the VAT Information Exchange System, with the exception of Portugal, the amounts invoiced do not include the VAT rate applied in Portugal (http://ec.europa.eu/taxation_customs/vies/vatRequest.html).

DELIVERY

The delivery of orders can be made:

- At the registration address

The order is delivered to the address in your customer record. If you are not at the address you indicate us, a notification or sms with the necessary indications for rescheduling or new pick up place will be sent.

- At another address

ROQOBO delivers your order wherever you want. Simply indicate the desired address on the order form.

If your order items are all available, the delivery time is on average about 3 to 15 days. If any item of your order collapses from temporary stock, you will receive an email and this information will appear on the invoice that will be sent to you with the remaining items. Items with an indication of sold out will not be shipped.

PAYMENT

ROQOBO offers several payment methods:

- Credit card (Visa and Mastercard):

The order and card details will be sent, duly encrypted, to the bank on the date of your order.

- Multibanco:

By choosing this payment method, you will receive an email with the data to make the payment at an Multibanco or homebanking service on the Internet. After receiving the data you have 3 days to make the payment. If you do not the order will be cancelled.

- PayPal:

One of the most widely used payment methods in online shopping worldwide. In the first step, you need to have a PayPal account. For more information or to create an account, see this page:

<https://www.paypal.com> .

If you choose this payment method, the order amount will be debited at the end of the order.

- Alipay: Alipay is a mobile and online payment platform.

- iDEAL:

The most popular payment method in the Netherlands, iDEAL is an interbank system used by most major Dutch banks.

- SOFORT:

SOFORT is the predominant method of direct payments by online banking.

- Giropay:

Giropay is the official system among some German banks for online banking transactions.

PRICES

Prices should be in euros, with taxes and fees included. The prices shown take into account the VAT applicable to the invoice date. Any change in the applicable VAT rate will be reflected in the prices of the products.

Prices and specifications may change without previous notice. However, once the order has been validated, prices cannot change. Despite our efforts, some products may have an incorrect price, which is why ROQOBO checks prices every time you process orders. If the price of the product is lower than the advertised price, ROQOBO will return the difference. If the price is higher, ROQOBO will inform you of such a situation by e-mail and await your decision to accept the new proposal or cancel the order within 15 days from the date on which this was communicated to the User.

EXCHANGES & RETURNS

All items can be exchanged or returned. The Users benefit from 15 (fifteen) days from the date of receipt of the articles to try their items and if any do not please them, he or she can return them. The exchange of articles is possible only in cases where the customer wants another model, size and/or color of the articles available on the website.

The User has the possibility to fill out and submit electronically the template of free resolution form to which he/she can access in the client area through www.roqobo.com . If you make use of this possibility, ROQOBO will send you within 96 (ninety-six) hours, a notice of receipt of the resolution request (e.g. via email).

In order for the period of free resolution to be respected, it is sufficient that its communication concerning the exercise of the right of free resolution is sent to ROQOBO before the expiry of the resolution period.

In the event of a resolution of this contract, the User will be reimbursed for all payments made, including delivery costs (with the exception of additional costs resulting from the possible choice of a mode of dispatch other than the less expensive normal shipping modality offered by ROQOBO), without undue delay and in any case no later than fourteen (14) days from the date on which ROQOBO is informed of the User's decision to resolve this agreement.

ROQOBO informs you that it may withhold the refund until receiving all the returned goods.

The User must return the goods without undue delay and no later than fourteen (14) days from the day on which he informed ROQOBO of the free resolution of the contract.

The return of items should be done in properly closed packaging (you can use the original packaging). The User may choose to make his/her return by post to ROQOBO, Unipessoal Lda, Travessa Vila Meã, 151, Conde, 4815-052 Guimarães, Portugal. In this case, the User will have to bear the full costs of returning the goods.

ROQOBO is only responsible for return and resubmission charges if there is an internal error: if the product sent does not match the order, if the product is defective in origin or if it has been damaged during the transportation. At the time of the request for collection of the items to be returned, the customer must attach to the form one or more photographs that identify the status of the items and the reason for their return or exchange.

In the return and exchange of items the User must comply with the following conditions:

- Refund of the articles in good condition, with complete original packaging and accompanied by the original invoice, the return receipt duly filled out and without any signs of effective use.
- All items will be checked upon arrival at our service and will only be accepted for exchange or return those who comply with the return conditions.
- In case of returning one of the items, if the order has given the User the right to a gift / offer, the latter must also be returned.
- In the case of a request for a refund of an item purchased at a reduced price due to a special offer, ROQOBO will refund the amount actually paid by the User.

When a refund is made, ROQOBO shall proceed as follows:

- For amounts paid by PayPal, the refund will be made by the same mean of payment.
- In the case of amounts paid by Credit Card, Multibanco, Alipay, iDEAL, Sofort or Giropay the refund will be made by bank transfer (the user must provide the bank details (IBAN and SWIFT)).

SIGNATURE AND PROOF

The online indication of the bank card number and the final validation of the application shall constitute the proof, in accordance with the legal provisions and allow the chargeability of those amounts.

The validation of the purchase order implies that the User has become aware and expressly accepts these General Conditions of Sale, available for consultation on the www.roqobo.com website.

The data recorded by ROQOBO are proof of the set of transactions made between ROQOBO and the User. It is ROQOBO's responsibility to archive the electronic document in which the contract is formalized and to keep it accessible.

RESPONSIBILITY

ROQOBO is not liable for damages arising from interference, interruptions, computer viruses, malfunctions or disconnections of the operating system that may temporarily prevent access, navigation or the provision of services to the User.

ROQOBO declines any responsibility for any delay or impossibility of processing the order, in particular at the time of delivery, due to error or insufficiency of the data communicated by the User. Similarly, ROQOBO cannot be held liable if the breach of its obligations is attributable to an unforeseeable or insurmountable third party, or to a case of force-greater reason.

The items sold are described and presented on the website as accurately as possible. If, despite all precautions, errors occur on the website or ROQOBO catalogs, ROQOBO will not be liable for this fact.

PROCESSING OF PERSONAL DATA

The processing of personal data collected on the website www.roqobo.com is the responsibility of ROQOBO.

The data collected on this website are necessary for the conclusion and execution of the purchase and sale contract, intended for the processing of orders and communication with the User, the processing of requests for information and any complaints, statistical analysis and satisfaction assessment. The provision of the information requested in the context of the User's registration is mandatory and the User ensures that the information provided is true.

ROQOBO guarantees the confidentiality of all data provided by the User and ensures its retention for 10 years from the last contact with the User. However, ROQOBO collects and processes data securely and prevents its loss or manipulation, using the most refined techniques for this purpose, we inform you that open network collection allows the movement of personal data without security conditions, at the risk of being seen and used by unauthorized third parties.

If you give your express consent at the time of creating or changing your registration, ROQOBO may send you information about products and services that may be of interest to you using your personal data for direct marketing through any communication channel, including through the use of email, SMS, MMS or other forms of automatic calling, including sending the Newsletter.

If you give your express consent at the time of creating or changing your registration, ROQOBO may use your personal data to define your profile according to your preferences in order to adapt the proposals and communications you address.

The User is recognized, provided that he is duly identified, the right of access to personal data concerning him or her, as well as their rectification or deletion, and the limitation of the processing, or the right to object to the processing, as well as the right to the portability of the data. You have the right to withdraw consent at any time with respect to the processing of your personal data for direct marketing actions. You may exercise your rights by the following means:

- by E-mail: info@roqobo.com

- by Mail: Travessa Vila Meã, 151, Conde, 4815-052 Guimarães, Portugal

INTELLECTUAL PROPERTY

All elements of the www.roqobo.com website, whether visual or audible, including the underlying technology, are protected by copyright, trademarks or patents. They are the exclusive property of ROQOBO.

In this way, and in accordance with the Copyright and Related Rights Code, it will only be authorized to use it for private purposes, without prejudice to more restrictive provisions contained in the aforementioned Code. Any reproduction or representation of the total or partial www.roqobo.com website, or part of the elements included therein is strictly prohibited, and must be the subject of a prior written authorization from ROQOBO, under penalty of recourse to the competent legal means against whom it acts in this way.

The User who has a personal website on the Internet and wishes to put, for personal use, on his /her website a simple direct link to the homepage of the www.roqobo.com website, must ask ROQOBO for permission. In this case, this is not an implicit convention of affiliation or partnership.

On the other hand, any hypertext link directed to the www.roqobo.com website and using the "framing" or "in-line linking" technique is formally prohibited.

In all cases, any link, even tacitly authorized, should be withdrawn at a simple request from ROQOBO.

TOTAL AGREEMENT

These general conditions of sale constitute the total agreement between the parties under reference.

If one of the clauses of these conditions becomes null and void, due to a legislative, normative or judgment change, this shall not affect in any case its validity and respect.

SHELF LIFE

All ROQOBO articles are valid up to the limit of available stocks.

APPLICABLE LAW AND COMPETENCE

For the resolution of any dispute there is always the possibility of recourse to an arbitration entity.

The European Union has set up a website to support consumers to lodge their complaints about any dispute they are involved in. In this context, ROQOBO makes all information available so that it can exercise its right of complaint to an official body, third and impartial to the case, which will help resolve the dispute in question. Thus, if you were dissatisfied with the acquisition of a good or service on our website, or with the solution presented by us to resolve the situation, you can access this official website:

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage> and expose your objection.