

Sales and Returns Policy

PROCESS

The customer will not have access to contracted service until the corresponding payment has been made:

- If the payment is made at the time of purchase of the device, the customer can use the service after registering the device on the web platform.
- If the payment is made at the time of registration, the customer will not be able to use the service until payment is made. The user will be notified via email once the payment has been made.
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Payments can be made through our virtual TPV using VISA and MASTERCARD.

During the first year of the contract, the company will provide the contracted service free of charge after the payment of the device by the customer, binding it to pay the agreed price for the service from the second year of validity of the contract.

RETURN/CANCELLATION POLICY

The user has the right to the return/cancellation of the amount of the subscription in the terms detailed in the terms and conditions of use:

"10 TERMINATION OF THE CONTRACT.

This contract will be rescinded for the general causes admitted in law, for those foreseen in the present conditions, and expressly: at the CUSTOMER's request before the termination of the initial period agreed or where appropriate, of any of its extensions, communicated to HIRUTEKNOVA, S.L. fifteen days in advance in accordance with what is indicated in Clause 9, due to the cancellation of the provision of the services that form part of the present contract by HIRUTEKNOVA, S.L. for technical or legal reasons. Due to breach by the CUSTOMER of obligation to pay after being required in the period of seven days by HIRUTEKNOVA, S.L. The cancellation of the service will give right to the refund of the amounts paid, except in the case of cancellation forced by HIRUTEKNOVA S.L.

The present agreement will be rescinded for the following causes:

- 1. The general causes admitted in law and those foreseen in the present conditions*
- 2. At the express wish of the customer before the end of the deadline originally agreed or any of its extensions whenever reported reliably to the company with a minimum of 15 days, observing in any case what is indicated in clause nine.*
- 3. By cancellation of the provision of services that form part of the present contract on the part of the company due to technical or legal reasons.*
- 4. The company can automatically rescind the contract due to a breach of the obligation of payment by the customer after seven days after the requirement of payment made by the company to the customer.*

Cancellation of the service does not give the right to the refund of the amounts paid except in the case of cancellation forced by the company itself.