

## **TERMS AND CONDITIONS**

### **PREAMBLE**

1. These conditions of sale are agreed between PAULO DA CRUZ Lda., with headquarters at Largo do Carmo, 26, 1200-092 Lisboa, tax identification number 502520710 and contact (00351) 213 423 386 hereinafter referred to as SAPATARIA DO CARMO and the persons who wish to make purchases through the website: [www.sapatariadocarmo.com](http://www.sapatariadocarmo.com) hereinafter referred to as "User":
2. The parties agree that purchases made through the website: [www.sapatariadocarmo.com](http://www.sapatariadocarmo.com) will be governed exclusively by this agreement to the exclusion of any conditions previously available on the website.

### **ARTICLE 1 - OBJECTIVE**

1. The purpose of these general conditions of sale is to make available and define all the information necessary to the User on the modalities of ordering, selling, payment and delivery of purchases made on the website: [www.sapatariadocarmo.com](http://www.sapatariadocarmo.com).

These conditions regulate all the steps necessary to carry out the order and guarantee the follow-up of this order between the Contracting Parties.

### **ARTICLE 2 - ORDER**

1. The User completes the order by adding the product(s) you want to order to the shopping basket.
2. Sapataria do Carmo will make every effort to make the colors of the products that appear in the photographs on the site [www.sapatariadocarmo.com](http://www.sapatariadocarmo.com) as accurate and real as possible. However, as computer monitors vary, we can ensure that the pair of shoes you receive will be very close to the photographed (read product return).
3. To place an order, the User must:

A) register on the website: [www.sapatariadocarmo.com](http://www.sapatariadocarmo.com) providing the requested information

B) log in (providing a combination of mail and password chosen by the User at the moment of registration).

C) in the site [www.sapatariadocarmo.com](http://www.sapatariadocarmo.com) can be made the purchase also without Login: completing the information and choosing the options that are available during the process of completion of the order (address of delivery and invoicing, form of sending, method of payment, as well as the Tax Identification Number (NIF) and the name that, for the fiscal effect, intends to be included in the invoice.

4. The final confirmation of order by the User is equivalent to the full and complete acceptance of the prices and description of the shoes / accessories available for sale as well as these General Conditions of Sale, which will be the only ones applicable to the contract thus concluded.

5. The details contained in the invoice are the sole responsibility of the User. The invoice once issued can not be reissued with changes.

### **ARTICLE 3 - AVAILABILITY STOCK**

1. Sapataria do Carmo will carry the orders received online only up to the limit of available stocks. The availability of our products is subject to change and if the shoes are out of stock, we will try to make it available again as soon as possible.
2. If the shoes are not available, we will contact you through your Login account to inform us of the time required to manufacture them. However, regarding handmade shoes, it can take from 3 to 4 weeks.

### **ARTICLE 4 - PAYMENT**

1. On the website: [www.sapatariadocarmo.com](http://www.sapatariadocarmo.com), Sapataria do Carmo proposes to the User the following payment methods via Easypay - Instituição de Pagamento LDA:

A) Credit card Visa, Mastercard, Maestro. American Express

B) ATM reference

C) Bank transfer

In the case of payment by credit card, the debit will be made on the User's card immediately after confirming the dispatch of the shoes / accessories. If some products ordered are sold out, the value of the same will be credited to the card of the User, after the order closing.

### **ARTICLE 5 - DELIVERY**

The shoes / accessories will be shipped within 24 hours after payment confirmation. The cancellation of the respective order or any modification thereof can be made before shipment.

In this moment, Sapataria do Carmo exclusively uses the DHL services and CTT express for national and international deliveries.

For Portugal & Islands the deliveries will be made within 1 or 2 business days. "Sapataria do Carmo" will do everything to offer the free transport in our online store [www.sapatariadocarmo.com](http://www.sapatariadocarmo.com), without limit of number of shoes. For international shipments on the Shopping Cart page:

1. For countries which are part of Europe, including the European Union. The delivery of the orders take place in 1-2 business days.

2. For USA and Canada our deliveries will be made through DHL EXPRESS. The delivery of the orders take place in 3-4 business days.

For Rest of the World our deliveries will be made through DHL EXPRESS. The delivery of the orders take place in in 5-6 business days.

If more than 1 pair of shoes / accessories will be purchased, the additional cost to be paid by the user is 10 euros, without limits on shoe numbers. Situation in force for all the above-mentioned locations, excepts the Portuguese territory where the deliveries are free.

There are situations such as "remote zones" and "customs clearance" that may delay the above ranges.

## **ARTICLE 6 - PRICES**

The prices are presented in Euros, with taxes and fees included, considering the VAT in force on the date of payment of the order.

## **ARTICLE 7 - CANCELLATION AND RETURN**

In case you are not satisfied with your purchase, for whatever reason you can return the shoes to us while Sapataria do Carmo will refund the entire value of the shoes, but without shipping costs. The maximum time to return the shoes is 14 days from the moment you received the shoes at your delivery address.

1. The cancellation or return process is handled on a case by case basis by Sapataria do Carmo and can be done through mail: [encomendas@sapatariadocarmo.com](mailto:encomendas@sapatariadocarmo.com) or [geral@sapatariadocarmo.com](mailto:geral@sapatariadocarmo.com) within 14 days after receiving the shoes at the shipping address.

2. The refund of the value of the shoes will be made upon receipt by Sapataria do Carmo. Whenever possible, the return must be made through the same payment method, but if it is not possible, the User must present proof of payment and account or card title, to make the return by Bank Transfer.

3. Shoes may not be worn and must retain their original characteristics, manufacturer's box, and labels intact. We strongly recommend that shoes be tried on a carpeted surface to avoid scratching the soles. The shoes must be returned in the original wrapping and the same outer carton in which they were received.

4. In the event that the returned items are damaged or worn, Sapataria do Carmo reserves the right to don't accept the return and thus refuse to refund the value thereof.

5. Sapataria do Carmo undertakes to reimburse the User within a maximum period of 20 days.

6. The amount refunded will represent the price of shoes / accessories without postage. When the shoes will be returned the user will bear the shipping costs to the address: Sapataria do Carmo, Largo do Carmo, 26 - 1200-092 Lisbon, Portugal.

#### **ARTICLE 8 - PRIVACY POLICY**

**Privacy Policy** of our online and physical store respects the confidentiality of your information and guarantees that your data will not be made available, assigned, or marketed to third parties. The e-mails and telephones available are used only for contacts regarding purchases made on our site the presentation of other products and services of Sapataria do Carmo.

**The processing of your data is done in compliance with the legislation on the protection of personal data.**