

TERMS AND CONDITIONS

Welcome to our Web site. This page sets out the 'Terms and Conditions' under which you may use corazonycolor.com. Please read this page carefully. By using this Web Site, you are indicating your acceptance of these 'Terms and Conditions'. The company may modify these 'Terms and Conditions' at any time without prior notice and become binding on you upon posting. You should visit this page periodically to review the 'Terms and Conditions' because they are binding on you.

If you continue to browse and use this website, we reiterate that you agree to comply with and be bound by the following terms and conditions of use. If you do not agree with any part of these terms and conditions, please do not use our Web site or its services.

Corazon&Color is the owner of the rights to the corazonycolor.com Web site and is the publisher and sole owner of this Web site, and for this reason may modify, at any time, and without notice, the presentation and configuration of the Web site and the contents and services of the entire Web site. All users and visitors acknowledge and accept that Corazon&Color may at any time discontinue, deactivate, cancel, change any of the contents of the website.

The acquisition, purchase, sale or procurement of any item through any of the services is under the sole and exclusive responsibility of the Users who, therefore, assume any risk involved in the transactions described. Occasionally and due to unintentional errors there may be information on the Web Site that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, prices and availability, in the event that an error of this type is found you must notify Corazon&Color in order for these to be corrected or added. Corazonycolor.com reserves the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice. The content of the pages of this Web site is for your general information and use. It is subject to change without notice.

1.2 Intellectual Property

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whole or in part is prohibited without prior written permission from Corazon&Color.

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Corazon&Color is a registered trademark and therefore no use or modification of it, in the terms previously allowed, will give any kind of right or title of transfer to the user. Corazon&Color will continue to own all intellectual property rights in any content that is downloaded, reproduced, printed, modified, redistributed or stored. Any commercial exploitation of Corazon&Color intellectual property is expressly prohibited.

1.3 User information

When you subscribe on this Web Site, you will be asked to provide the Company with a valid e-mail address. This email address will receive a confirmation of subscription which you may accept or decline; after accepting the subscription you may update your profile if you wish to do so. The email address will also be required for authentication in online purchases and to receive commercial and advertising notifications from the brand.

When the contact on the web is made through personalized attention, your name and mobile number will be additionally requested. The same will be done when you request to send us a message through the contact us link. In the case of making purchases on the portal additional information will be requested.

In addition to the terms and conditions that may be provided in the policies on this Web Site, you understand and agree that the company may disclose to third parties certain information contained in your registration application to the extent necessary or appropriate to comply with applicable laws or legal

processes or proceedings in which such information is relevant.

The user may, at any time, unsubscribe through the same email in which the information is sent to him/her.

By submitting your personal information to Corazon&Color you expressly authorize the processing of your personal data by Corazon&Color. As well as the use, storage, transmission and transfer of the same for commercial and marketing purposes related to the corporate purpose of Corazon&Color and/or that treatment necessary to fully comply with the obligations acquired with the users and the delivery of the products. The above in accordance with the Privacy Policy and Protection of Personal Data on the website.

1.4 Treatment and Privacy of Information

In the following link you can see the Privacy and Personal Data Protection Policy of Corazon&Color, which is expressly and previously accepted by you for the purposes that are informed therein in a prior, express and informed manner, at the time of subscription, contacting us or using the chat.

Link: [Privacy Policy](#)

1.5 Payment Process

The payment process is done through payment platforms (for orders outside Colombia and within Colombia), who will continue with your payment process. Corazoncolor.com at no time has access to your financial information, therefore Corazon&Color is not responsible for this information. By virtue of the above, when making a purchase the user accepts the redirection to these platforms who will be the only and directly responsible for the information requested in them exonerating Corazon&Color of any claim for any breach in the treatment of such information by the platform.

1.6 Reach of Contents and Services

The user should be aware that the contents of the website are intended to advertise the Corazon&Color brand and products. The user should be aware that the display of the products may be inaccurate, the colors different. The products published on the website may be subject to availability.

1.7 User's commitments when entering the Website:

Appropriate

use

The user agrees not to reproduce, copy, distribute, allow public access through any form of public communication, transform or modify the content without the prior permission of the owner of the rights of Corazon&Color. Not to manipulate the copyrights, trademarks, patents of corazonycolor.com.

The user agrees not to interfere with or disrupt the access and use of the Web site, servers or networks connected to it, or fail to comply with the requirements, procedures and regulations of the network connection policy. Use the Content in a manner, with purposes or effects contrary to the applicable laws of the Republic of Colombia, the place of residence of the User, or the place from where the Services are accessed or contrary to morality, law and good customs. The User agrees absolutely not to introduce, publish, send emails or otherwise transmit any material containing computer program viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer program or computer hardware or telecommunications equipment.

1.8 Delivery Policies

International shipments are sent via FedEx or DHL. Shipping costs are automatically calculated according to destination and packing volume, during the checkout process and will be assumed by Corazon&Color, for purchases equal or higher than the values indicated below, depending on the country of destination. In case of purchases for lower values or to destinations not listed below, shipping costs must be paid by the buyer at checkout. In the case of international purchases, no sales taxes caused in Colombia will be charged, however, any value that is charged due to or in connection with the entry of the products to the country of destination and its corresponding nationalization (such as sales tax of the country of destination, customs expenses, etc.) will be the exclusive responsibility of the customer, buyer or recipient. Under no circumstances will Corazon&Color accept returns or make refunds in case the customer, buyer or recipient rejects the order and refuses to pay the taxes and nationalization costs caused in the country of destination.

Shipments to any city in the world via FedEx or DHL in 5-15 business days (applies to products in physical stock), 25 business days applies to products in Preorder, made to order).

Minimum purchase to get free shipping:

Colombia COP \$250.000

1.9 Delivery Times

Orders in Colombia are delivered between 2 and 5 business days. International orders are delivered between 5 and 15 business days. For purchases made in Pre-order, the delivery time will be between 15 and 25 business days. These times may vary during promotional events and/or special dates and may be extended. Sometimes the period established in this paragraph may be extended for events not attributable to Corazon&Color, this period shall not exceed 30 days granted by the consumer statute as a maximum period for domestic deliveries, in the event of exceeding this period the effects indicated in the law will apply and you will have the right to request a refund for the resolution of the purchase.

1.10 Return Policies

Refund or exchange requests are accepted for items that are returned unused, in their original packaging and in perfect condition (both product and packaging) within 5 calendar days from the date of purchase indicated on the invoice. It is necessary to present the invoice. The user must bear the cost of shipping the products to Corazon&Color distribution center for exchanges and the cost of shipping the new product to your address. Full refunds will be processed within 15 days of receipt of the returned goods.

Pre-order, custom and modified pieces are considered a final sale and no returns or exchanges will be accepted. If you detect any new or inconvenient in the reception of your order, please contact Customer Service by calling 3127575218 or write to contacto@corazonycolor.com.

1.11 Coupon Policies

Coupons are not cumulative. Only one (1) coupon per order will be accepted.

2.0 Product Care and Instructions

Avoid knocks and falls. Keep each part in its original packaging. Clean with a soft, dry cloth. Avoid contact with water, perfumes, soaps, creams, detergents or any other chemical product. Gently remove makeup and excess oil from the skin after each use.

2.1 How to Fix a Product

The products will have a legal warranty term, for damage or defect of 15 working days from the date of purchase, provided that the user has complied with the instructions for care and use of the product in this document.

Corazon&Color repairs purchased parts if they are broken or damaged, these repairs will be free of charge if the part is under warranty. Products that are out of warranty or have already expired can be sent to our stores to be repaired along with their corresponding invoice. The repair will take place as long as the necessary parts are in stock. Depending on each case we will charge for the repairs and the shipment of the repaired part. To request a repair please write to contacto@corazonycolor.com. If your purchase arrives in bad condition, please write to contacto@corazonycolor.com describing the product and attaching a photo of the defect. Invoice will be required for any repair; shipping costs will be borne by the buyer.

3.0 Content and Typographical Errors Clause

Corazon&Color reserves the right to modify the commercial offer presented on the website (changes in products, prices, promotions and other commercial and service conditions) at any time.

We make every effort to ensure that the information contained on the website is displayed truthfully and without typographical errors, however if at any time there is any such error or errors in the systems, at all times beyond the control of Corazon&Color, we will proceed immediately to correct it.

To delete cookies from your browser, please check the corresponding option:

Google Chrome, Internet Explorer, Microsoft Edge, Mozilla Firefox, Apple Safari, Apple Safari.

4.0 Discounts and Sales

Terms and conditions of sales:

- All promotions are valid while supplies last.
- All goods are subject to warranty.
- Not cumulative with other promotions.

Coverage of the promotion:

- Applies to purchases made at www.corazonycolor.com nationwide (Colombia).

5.0 Payment Reversal:

The reversal of the payment consists of the power enshrined in the Consumer Statute that consumers have to reverse payments made through electronic commerce mechanisms such as Internet, PSE, Call Center or any other mechanism of telesales or virtual store, and that had used a credit card, debit card or any other electronic payment instrument to make the payment.

Cases in which the reversal of payment applies.

1. When the consumer is the object of fraud.
2. When it corresponds to an unsolicited transaction.
3. When the purchased product is not received within 30 calendar days of purchase.
4. When the product delivered does not correspond to what was requested, does not comply with the inherent characteristics or those attributed by the information inherent characteristics or those attributed by the information provided about it.

Term to request a refund

The consumer must file a complaint with Corazon&Color and/or the operator

of the payment platforms, complying with the requirements mentioned below, within five (5) business days from the date the consumer became aware of the fraudulent or unsolicited transaction, or should have received the product or without it corresponding to what was ordered.

Within the five (5) business days that the consumer has to file the complaint of reversal of payment, the consumer must inform the electronic payment instrument used to make the purchase, that he/she made the respective claim (providing for this purpose the proof of filing the request), in addition to indicating the cause(s) for which he/she filed the request and inform if he/she has already returned the product to Corazon&Color.

The consumer must notify the electronic payment instrument of the request filed with Corazon&Color, according to the channels available to receive such claims.