

Legal Notice

SCOPE.

This Legal Notice regulates the use of the service of the Cortefiel.com Platform and of the Mobile Application (hereinafter, the "Platform") that Tendam Retail, S.A. makes available to Internet users.

The Platform allows you to: manage the online purchase of Cortefiel clothing, homewear and accessories; benefit from promotions and discounts for registration and membership of Club Cortefiel, as well as become familiar at first hand with the trends of the season and most stylish outfits, through push notifications, if you wish.

In addition, through the use of the Platform's different functions, you can:

- a.- Scan the bar codes of the articles, in store, that interest you, and buy them directly through the Platform through the "SCAN & SHOP" function.
- b.- Redeem your "DISCOUNT COUPONS" and get discounts on future purchases, as well as.
- c.- Indicate the nearest store through your geographical location.

The Platform is exclusively aimed at users over 18 years old.

INTELLECTUAL PROPERTY AND COPYRIGHT.

All the information contained in this Platform, its graphic design, as well as its source code, constitute a work whose intellectual property belongs to Tendam Retail, S.A. Internet users who access this Platform may view the information contained therein and make private downloads or reproductions on their computer system, provided that the elements reproduced are not subsequently transferred to third parties or installed on a server connected to the Internet or to a local computer network. The reproduction, distribution, public communication and any other act that has not been expressly authorised by the owner of the exploitation rights are prohibited. The infringement of any of the aforementioned rights may constitute a violation of these provisions, as well as an offence punishable in accordance with articles 270 and following of the current Spanish Criminal Code.

Cortefiel® and its logo are registered trademarks of Tendam Retail, S.A. Any use of them is totally prohibited without the express authorisation of the owner. Cortefiel.com is a domain name registered by Tendam Retail, S.A.

The domain names of Tendam Retail, S.A. cannot be used in connection with other products or services that are not offered by said company, and cannot be used in any way that could cause confusion among our customers or discredit Tendam Retail, S.A.

LIMITATION OF LIABILITY.

Tendam Retail, S.A. is exempt from any liability arising from:

- a. Failures in the Platform due to force majeure, fortuitous events or other causes not attributable to it.

b. Technical and/or mechanical problems or viruses produced during the connection to the Internet (either through the Tendam Retail, S.A. Platform or Platforms of third parties), in the computer systems (software and hardware) or in the electronic documents and files stored on the computers.

c. Access of minors to the contents included in the Platform, it being the responsibility of their parents or guardians to exercise adequate control over the activity of the children or minors under their care.

Also, Tendam Retail, S.A. is not responsible for the veracity, updating and legality of the contents of the pages that, where appropriate, are suggested by the company or to which links appear. Tendam Retail, S.A. is exempt from any liability to the user regarding the legal terms of use and the contents of the different Platform pages suggested or to which links appear from Tendam Retail, S.A., it being at the discretion of the user to accept them or not.

Tendam Retail, S.A. is not responsible for communications that, including the name of Tendam, are not previously authorised by it. For these purposes, we inform you that all communications regarding actions or calls to participate in any event related to the brand will always be published on the official Platform Website.

CUSTOMER SERVICE.

For any doubts, suggestions, queries or complaints relating to the Platform, you can contact the Customer Service Department, by any of the following means: - E-mail: online@cortefiel.com - Postal mail at the following address: Tendam Retail, S.A. Av. Llano Castellano 51, 28034 Madrid. In addition, we have Complaint Forms available to consumers and users. You can download them [here](#).

The Customer Service Department will provide you with an identification code and a written receipt for submitting the complaint. Cortefiel will respond to your request as soon as possible and, in any case, within one month. If your application is not resolved satisfactorily, you can have recourse to the ordinary courts or process your complaint through the website <http://ec.europa.eu/odr>, which will provide a free access point for the out-of-court resolution.

MODIFICATION OF CONDITIONS.

Cortefiel may modify this Legal Notice if it communicates it to the Users, a requirement that the parties expressly agree is understood to have been complied with through the publication of the changes on the Platform.