

## ACCEPTANCE CONDITIONS OF PURCHASE CUSTOMER

Purchases made at **WINGS MOBILE USA INC**, are subject to the general purchase conditions contained on the website at the time of the corresponding purchase order. The formalization of an order implies the full acceptance of the same.

The money received from purchases made at **WINGS MOBILE USA INC** is managed by **WINGS MOBILE HOLDING LLC**, identified with **TIN 85-1516612**.

These purchase conditions have been exposed in due time, in accordance with current legislation.

### PRICES

All prices shown on the web **include up to 11.7% IVA**, these conditions are valid for orders throughout the **United States**. Prices may be subject to a surcharge depending on the shipping method or the chosen payment method, these surcharges will be reported on the order page.

As soon as you have added your items to the shopping cart and access the order page, you can easily know how much you must pay. Finally, when placing your order depending on the destination of your purchase (may affect the cost of shipping), the shipping method and the payment method chosen.

The final price can be easily seen if you select the item, the destination and the payment method. No registration is required.

### SHIPPING COSTS AND COMMITMENTS FOR DELIVERY OF PRODUCTS

The delivery time of your order depends on the service and availability of our logistics delivery operator and the destination.

#### 1. Product Delivery Times

DESTINATION	DELIVERY TIME *
City where the product is stored	1-2 business days
Other cities	2-3 business days
Municipalities or remote or difficult to access sites	3-5 business days

\* Reference and indicative times only.

Once the order is placed, you can track the delivery status through the application.

#### 2. Shipping Costs

When you have added your items to the shopping cart and access the order page, the website will show you, depending on the destination of your purchase, the value you will pay for shipping, easily knowing how much the total value to pay will be.

#### 3. Delays in Product Delivery

If at any time your purchase is to be delayed, we will contact you via email or telephone in advance, informing you of the new delivery date.

## **ACCEPTED MEANS OF PAYMENT**

The **wingsmobile.net** portal allows payments to be made in the **United States**, using one of the following methods:

### **1. Bank transfer**

Make a transfer for the purchase value in the name of **WINGS MOBILE USA INC**, to the **checking account of the Bank CHASE in USD** number **356051372** and send a copy of the voucher to the email [atencionalcliente@wingsmobile.com](mailto:atencionalcliente@wingsmobile.com) or contact our customer service line Monday through Friday from 8:00 am to 7:00 pm and Saturdays, Sundays and holidays from 8:00 am to 5:00 pm.

### **2. Payment gateway**

You can pay comfortably with your credit / debit card or through the different means of collection offered by the payment gateway on the platform.

## **PRODUCT WARRANTY**

**WINGS MOBILE USA INC**, will grant guarantee of the products that it commercializes, according to the laws of the United States in force.

In any case, **WINGS MOBILE USA INC** will be responsible for the quality, suitability, security and the good condition and operation of the products. Before the buyer, the responsibility for the legal guarantee rests jointly with the producers and **WINGS MOBILE USA INC**.

**WINGS MOBILE USA INC** will grant a **one (1) YEAR** warranty term which will begin to run from the delivery of the product to the buyer.

To establish responsibility for non-compliance with the quality conditions of the product sold by **WINGS MOBILE USA INC**, it will be enough to demonstrate the defect of the product.

**WINGS MOBILE USA INC** and / or the producer will be exonerated of the responsibility that derives from the guarantee, when it demonstrates that the defect comes from:

1. Force majeure or fortuitous event;
2. The fact of a third part;
3. The improper use of the property by the buyer, and
4. That the buyer did not comply with the installation, use or maintenance instructions indicated in the product manual and in the warranty.

## **Aspects included in the guarantee offered by WINGS MOBILE USA INC**

1. Completely free repair of product defects. If the product does not admit repair, it will be replaced or money returned.
2. Provide instructions for the installation, maintenance and use of the products according to their nature.
3. Have technical assistance for the installation, maintenance of the products and their use, according to their nature. Technical assistance may have an additional cost to the price.
4. Have the availability of spare parts, parts, supplies, and skilled labor, even after the warranty expires, for the term announced by the producer. The costs referred to in this section will be borne by the buyer, without prejudice to the provisions of section 1. above.

## **Processing of the guarantee offered by WINGS MOBILE USA INC**

The buyer must express to **WINGS MOBILE USA INC** his desire to make the warranty enforceable indicating the defect of the purchased product, by email to **atencionalcliente@wingsmobile.com** or by contacting our customer service line from Monday to Friday from 8:00 am to 7:00 pm and Saturdays, Sundays and holidays from 8:00 am to 5:00 pm. where they will give you the respective information about the technical service network and / or warranty management.

## **APPLICABLE LAW**

Purchases made on the Wings Mobile **United States** platform or website are subject to current United States regulations and its corresponding legislation, with purchases made at **WINGS MOBILE USA INC**, domiciled in the city of **Miami, United States**.

The parts submit, at their choice, for the resolution of conflicts and renouncing any other jurisdiction, to an arbitration tribunal or whoever takes their place, based in the city of **Miami, United States**.

The declaration of nullity of one or more of the established non-essential purchase conditions will not lead to the nullity of the purchase agreement reached, which will continue in force.