



REFUND CONDITIONS 100% OF THE AMOUNT OF OUR SERVICE AND SERVICE GUARANTEES

1. COMPLAINTS

1.1. The Customer, from the acceptance of the service, will have a period of 5 days to process any complaint relating to the service provided to Rodahmar SL. After this period, the services will be considered as compliant and accepted by the Customer without possible complaint. Complaint should be handled by email addressed to our corporate email account general@rodahmar.com

Upon receipt of the RMA request, Rodahmar SL reserves the right to authorize or not the requested RMA, depending on the status of the service provided and its warranty conditions.

1.2. **Rodahmar SL will only accept a 100% refund of the service provided if the following circumstances occur:**

- a) That the Customer has not received any response within 48 hours after acceptance by our sales department.
- b) That it is a shipment payable in advance or against documents and that the mention of the terms of payment of the shipment appears clearly on the invoice of Rodahmar SL. No reimbursement of invoices issued by Rodahmar SL will be accepted if the terms of payment are not payable in advance or against receipts.
- c) Once the service has been performed or the goods have arrived at their destination, the original documents will be sent within 3 working days. After a maximum reception period of 10 days, if the original documents have not been received, 100% of the service will be refunded.
- d) It will not be considered refundable or complaints or returns will be accepted once the goods have reached their destination or the goods are detained by any competent authority of origin or destination or the goods have been blocked by the competent authority of origin or destination, the customer definitively rejects, returns, does not withdraw, does not claim the goods at the origin or destination.

1.3. The Customer, from the acceptance of the service, will have a period of 10 days to address to Rodahmar SL, by electronic or certified mail, any complaint concerning the invoices. Under no circumstances can a complaint justify a delay or suspension of payment of the price of the service provided.

2. WARRANTY

2.1. Because of its status as an intermediary, the guarantee covering the service provided to the Customer will be that granted by the shipowner, the shipping company, the airline or the carrier. This warranty only covers physical imperfections in the material. The intervention of Rodahmar SL is limited solely to the processing of the customer's complaint.

2.2. The warranty applies as long as the service provided to the Customer is carried out under normal operating conditions, as described in our offers or in the instructions received from our customers. Under no circumstances is it guaranteed that the service provided or supplied is capable of responding to a particular problem of the user.

2.3. Rodahmar SL is not obliged to compensate the user or third parties for the consequences of a delay in shipment, whether direct or indirect damages, accidents suffered by people, damage to non-service-related property, loss or loss of profits, damages resulting from or arising from deterioration, or loss of user-recorded data.

2.4. The amount that Rodahmar SL will pay for the services provided will be limited to the final price of the invoice issued by Rodahmar SL and will be completely independent of the current market price.

Approved on 31/03/2022 by the General Management of Rodahmar SL