



TERMS AND CONDITIONS

Before using the services of WINE INDUSTRY it is important that you read, understand and accept our terms and conditions.

WINE INDUSTRY reserves the right to modify or change our terms and conditions at any time but as and when these changes occur, we will make it known to the general public.

Together with the Privacy Policy and the Cookies Policy, they govern the access and use of the website <https://www.wineindustry.es> and of the associated IOS / Android mobile applications (also known as the 'Portal') as well as the contracting of products and/or services through them.

Accessing the Portal grants the title of Portal User (referred to as 'you', 'your', 'yours', or 'user'), indicating agreement with all terms outlined in the General Terms and Conditions. If you do not consent to these conditions, you should promptly exit the Portal without using it.

By accepting these Terms and Conditions, you confirm the following:

- You have read, understood, and comprehended the information provided here.
- You are of legal age as per the laws of your place of residence, or if a minor, you have obtained consent from your legal guardians.
- You possess the necessary capacity to enter into contracts for any products and / or services.
- You accept all of the responsibilities outlined in these terms and conditions.
- You are advised to carefully review these Terms and Conditions whenever you visit the Portal, as Conditions may be subject to changes.

WINE INDUSTRY reserves the right to modify or update its content, services, Terms and Conditions, and overall design and configuration at any time.

Changes to these Terms and Conditions will not impact goods or promotions purchased before any modifications.

If WINE INDUSTRY assigns a trusted third party to store successive versions of the Terms and Conditions, both parties agree that the official version at any given time will be the one stored in the third party's database.

GENERAL INFORMATION

As per the regulations outlined in article 10 of Law 34/2002, dated 11 July, regarding information society services and electronic commerce, the following general information about the Portal is presented below:

OWNER: Ivan González Gaínza (also known as, 'WINE INDUSTRY').

NACE: 463 Wholesale Trades of Food, Beverages and Tobacco Products

SIC: 5141 Groceries in General

RGSEAA: 30.015333/IB

TAX IDENTIFICATION NUMBER: 78610668A

E-MAIL: wineindustrymallorca@gmail.com

TELEPHONE: +34 657 883 248

ADMIN ADDRESS: Carrer de Fra Joan Bo 10, Gènova 07015, Palma de Mallorca, Balears, España

Conditions of Use

- **Access to the Portal**

Accessing the Portal is complimentary, except for the charges associated with connecting through the telecommunication network provided by your contracted access provider.

- **Necessity of Registration**

Certain services and content may require you to register beforehand.

If this is the case, you are required to input accurate, current, and truthful information.

It is your responsibility to maintain the security of any passwords, being liable for any damages resulting from its misuse, transfer, disclosure, or loss.

Accessing restricted areas or using services and content with a registered password will be considered your own action, therefore holding you accountable for such access and use.

- **Rules for use of the Portal**

You agree to use the Portal, its content, and services in compliance with the law, morality, public order, and the General Conditions outlined.

Additionally, you commit to responsibly using the Portal's services and content, refraining from engaging in illegal or criminal activities that violate the rights of others, intellectual and industrial property regulations, or any other laws of the applicable legal system.

You pledge not to transmit, introduce, distribute, or disclose any material or information (data, content, messages, drawings, sound and image files, photographs, software, etc.) that contradicts the law, morality, public order, and the General Conditions to third parties.

For instance, you agree:

I.- Not to introduce or distribute content of a racist, xenophobic, pornographic or terrorist nature or anything that violates human rights.

II.- Not to introduce or distribute any data programmes on the network (viruses and harmful software) that may cause damage to the computer systems of the access provider, its suppliers or third party users of the Internet network.

III.- Not to distribute, transmit or make available to third parties any type of information, element or content that violates the fundamental rights and public freedoms recognised in the constitution and in international treaties.

IV.- Not to distribute, transmit or make available to third parties any type of information, element or content that constitutes unlawful or unfair advertising.

V.- Not to transmit unsolicited or unauthorised advertising, advertising material, 'junk mail', 'chain letters', 'pyramid structures', or any other form of solicitation, except in those areas (such as commercial spaces) that have been exclusively created for this purpose.

VI.- Not to introduce or distribute any false, ambiguous or inaccurate information and content in such a way as to mislead the recipients of the information.

VII.- Not to impersonate other users by using their registration codes for the different services and/or contents of the Portal.

VIII.- Not to distribute, transmit or make available to third parties any type of information, element or content that involves a violation of the intellectual and industrial property rights, patents, trademarks or copyright that correspond to the owners of the Portal or to third parties.

IX.- Not to distribute, transmit or make available to third parties, any type of information, element or content that violates the secrecy of communications and personal data legislation.

You agree to indemnify WINE INDUSTRY against any claims, fines, penalties, or sanctions resulting from a violation of the stated rules of use.

WINE INDUSTRY also retains the right to seek compensation for any damages incurred.

At times, WINE INDUSTRY may share links with you in its communications, such as regular newsletters, enabling you to access your personal account. This access may be done through a unique and private link, eliminating the need for you to enter passwords when logging into the Portal. You should therefore handle communications from WINE INDUSTRY with discretion and avoid sharing them with others to prevent unauthorised access to your private account information.

- **Exclusion of Liability**

User access to the Portal does not imply any obligation on the part of WINE INDUSTRY to check for viruses, worms, or any other harmful computer elements. It is your responsibility to ensure you have the necessary tools for detecting and removing harmful computer programs.

WINE INDUSTRY is not responsible for any software or computer equipment damage while using the services provided on the Portal.

Additionally, WINE INDUSTRY is not liable for any damages incurred by you due to telecommunication network faults or disconnections that result in the suspension, cancellation, or interruption of the Portal service.

- **Content and services linked through the Portal**

The Portal may offer technical linking devices, directories, and search tools so that you can connect to other Internet pages and Portals (referred to as 'Linked Sites').

WINE INDUSTRY is responsible for the content and services on Linked Sites ONLY if it is aware of any illegal activity and fails to remove the link promptly. If you find a Linked Site with inappropriate content, please inform WINE INDUSTRY promptly without obligating the removal of the link.

The existence of Linked Sites does not imply any formal agreements with their managers or owners, nor does it suggest endorsement, promotion, or association of WINE INDUSTRY with the content or services provided.

WINE INDUSTRY is not familiar with the content and services of Linked Sites and, therefore, is not liable for any damages resulting from their legality, quality, lack of updates, unavailability, errors, or inefficiency of content and/or services, unless directly caused by WINE INDUSTRY.

- **Intellectual and Industrial property**

The content on the Portal, including but not limited to texts, photos, graphics, icons, software, technology, links and any other content belong to WINE INDUSTRY or third parties. You are not granted any intellectual property rights under current laws.

Trademarks and distinctive signs also belong to WINE INDUSTRY or third parties. Accessing the Portal does not grant you right to them.

Products on the Portal can be seen by other users, including the author's identity.

If and when you post comments on the Portal, you give WINE INDUSTRY a free, non-exclusive, global license to use the content for the duration allowed by law. This license allows WINE INDUSTRY to use the content for services and product advertising.

TERMS AND CONDITIONS OF CONTRACT

- **User registration**

Using some of the services provided by WINE INDUSTRY may require you to register on the Portal.

You may need to register by providing your full name and email address, and you may also include the email address of a sponsoring user.

After completing the registration, a confirmation message will be sent to the provided email address with a link for you to follow.

You must agree to the General Terms and Conditions, Privacy Policy, and Cookies Policy.

Once registered on the website, you can access 'My Account' at any time to update personal information, manage order shipments, and check pending deliveries.

In the 'My Account' section, you can view available e-gift vouchers, download order invoices, see registered friends through their recommendation, and cancel the account with a specified reason.

SHIPPING CONDITIONS

WINE INDUSTRY ships its products to: Mainland Spain, the Balearic Islands, the Canary Islands, and some countries within the EU. It is not possible to complete a purchase through the Portal to destinations other than those indicated. WINE INDUSTRY does not ship products to the autonomous cities of Ceuta and Melilla.

The purchase of products on the Portal is subject to the payment of shipping costs, which are payable by the purchaser.

Shipping costs will depend on the destination and the number of products purchased.

In any case, the actual shipping costs will be detailed throughout the purchase process and you will have the opportunity to review these costs before finalising the purchase.

WINE INDUSTRY cannot be held responsible for delays in the delivery of orders as a result of the logistics companies used, particularly if the causes are not directly attributable to WINE INDUSTRY. WINE INDUSTRY also cannot be held responsible for delays in the delivery of orders as a result of acts of God or force majeure.

When mentioning the quantity of bottles in an order, they are assumed to be 75cl bottles unless stated otherwise. Shipping costs are calculated up to 6 bottles, or over 6 bottles. You must ensure you click on the correct shipping option to avoid further costs.

Timeframes specified should be interpreted starting from the working day following order confirmation. The timeframes are for indication only.

The shipping costs mentioned cover product transportation, packaging in specialised boxes for bottle transport, insurance against loss or damage, and VAT.

You can designate the delivery address for your orders.

WINE INDUSTRY will not be held responsible if product delivery fails due to user-provided inaccurate data or circumstances outside our control (such as the absence of the recipient at the delivery address).

If the recipient is unavailable at the address provided, the logistics company will strive to leave a note with details for a re-delivery or instructions for the recipient to collect the product.

If after 7 days from the last delivery attempt the order remains undelivered, it will be returned to WINE INDUSTRY, leading to contract termination. If you then contact us and request re-delivery of the order, a new contract will begin and the new delivery charges will be at your expense.

INFORMATION REGARDING PERSONAL DATA CONCERNING GIFTS AND GIFT VOUCHERS

You have the option to share information with third parties through a form on WINE INDUSTRY, including the friend's name, their email address, and a message intended for the recipient.

For more details, please refer to our Privacy Policy.

If, as a user of the WINE INDUSTRY website, you share third-party data, you must have consent from the third party to pass on their data to WINE INDUSTRY. This transfer is solely for sending information that you believe would interest the third party. WINE INDUSTRY will not be liable for sending this information to the third party. You agree to indemnify WINE INDUSTRY against any claims, fines, penalties, or sanctions resulting from your failure to obtain consent from the third party to receive such information.

Gift vouchers can only be used for purchases on the Portal (or in some cases, for the wine tasting experiences), and specific conditions may apply, which will be shared with you upon voucher generation.

If improper use of gift vouchers is detected by WINE INDUSTRY, it has the authority to void the vouchers linked to your account and may also suspend or terminate your account due to the engagement of inappropriate or fraudulent activities.

E-GIFT VOUCHER TERMS AND CONDITIONS

E-Gift Vouchers are valid for purchasing wines, and accessories on the WINE INDUSTRY website.

These vouchers are only applicable for purchases with delivery addresses in mainland Spain and the Balearic Islands by individual users.

The purchase amount must be equal to or greater than the Gift Voucher value.

You can acquire e-gift vouchers by making a purchase on the platform for pre-defined amounts set by WINE INDUSTRY. These vouchers cannot be used in conjunction with discount codes.

Each voucher comes with a unique promotional code that users must apply during checkout to avail the discount.

Anyone entering the associated code on the platform can redeem the voucher. It is recommended to keep the codes confidential and not share them with anyone other than the intended recipients. WINE INDUSTRY is not responsible for any misuse due to user actions or negligence.

E-Gift Vouchers have no expiration date and are non-refundable for cash.

Products bought using E-Gift Vouchers are subject to the terms and conditions, including withdrawal and warranty rights.

ONLINE PRODUCT PURCHASES

Anyone of legal age may purchase products through the Portal.

The purchase process on WINE INDUSTRY is based on a virtual basket, to which you may add the products you wish to purchase.

To add products to the shopping basket, once you are on the product description page and you have selected the customisation options available, you must select the 'Add to basket' option provided.

You can access and modify the contents of the basket at any time.

- **Selection of gift boxes by you**

We have various gift boxes available in a variety of formats. The cost of the gift box is either factored in the final price, or, in some instances, you have the option to choose the type of gift packaging required. In this instance, the additional cost is indicated when you make your selection.

- **Processing orders**

Once you have added the desired products to the shopping basket, you can proceed with the order by selecting 'View basket'. This option allows you to review the contents of the virtual basket, make changes to selected products, or remove items as needed.

You should verify that the displayed products are correct and then choose the delivery address from the available geographical locations. The total price of the selected products, along with shipping costs, will be displayed at this stage. It is crucial that you select the appropriate shipping option based on the total number of bottles. Additionally, any automatic promotions, promotional codes, or gift vouchers can be applied.

Upon clicking 'NEXT', you will need to provide delivery details. This includes entering the full name, telephone number, and address in the required fields in order to proceed with the order. You can also include any specific information for the courier, although fulfilment of these requests by WINE INDUSTRY is not guaranteed.

If you prefer a billing address that is different from the delivery address, you can indicate so by selecting the option 'My billing address is different from the delivery address' and entering the necessary details. Furthermore, you can include a message for the recipient, especially for gift orders, in this section.

During the next stage of the purchasing process, you will be required to choose a payment method. At this juncture, you will be informed of the total amount to be paid, which includes the product prices, shipping costs, minus any discounts or gift vouchers applied.

Upon clicking the 'PLACE ORDER' link, you will be directed to the designated payment gateway. After successful payment processing, the order will be automatically processed, displaying the order details on the screen and sending a confirmation email to you or the recipient of the order.

WINE INDUSTRY, in accordance with article 9.2 of Royal Decree 1619/2012 and article 63 of Royal Legislative Decree 1/2007, requests from its customers (and during the review of the purchase process) consent to receive the invoice exclusively in electronic format (PDF).

Customers who prefer to do so can download and print the invoice in physical format after registering on the WINE INDUSTRY website using a username and password. This can be done in the 'My orders' > 'Invoices' section within your personal space. The invoice will be automatically generated once the order linked to it has been shipped from the WINE INDUSTRY's logistics provider.

- **Prices of products**

The prices of the products are those indicated in the product description. All prices indicated in the product description are expressed in Euro currency (€) and include Value Added Tax (VAT).

- **Payment methods**

The purchase of products through the WINE INDUSTRY gateway allows the following forms of payment:

- Payment by debit or credit card (VISA, MASTERCARD and AMERICAN EXPRESS) through a virtual POS.

- Payment by PayPal.

To use a credit card through a virtual POS, the buyer must fill in a form indicating the name of the card owner, type of card, card expiry date and security code.

WINE INDUSTRY does not have access to the bank details linked to the means of payment and does not know or record these details during the payment transaction.

- **Confirmation of receipt of acceptance**

Once the purchase process is finalised, you will receive a confirmation email at the registered email address containing details about the product, price, chosen delivery method, contract date, order number, and delivery date.

You can request a copy of the current general terms and conditions from WINE INDUSTRY or any assigned third party for registration and version control at any time, free of charge.

- **Right of cancellation**

You have a period of fourteen (14) calendar days after receiving the product to exercise the right of withdrawal without providing reasons or facing any penalties.

As per Article 102.d) of Royal Legislative Decree 1/2007, dated 16 November, which endorses the revised text of the General Law for the Defence of Consumers and Users along with other complementary laws, the right of withdrawal does not apply to goods that can deteriorate or expire quickly. Therefore, if a bottle is opened, the right of withdrawal cannot be exercised due to the rapid deterioration of the contents.

To initiate withdrawal, you must notify us of your intention within the specified period and return the product. You can contact WINE INDUSTRY via email at wineindustrymallorca@gmail.com mentioning your details and order number. Alternatively, you can call to expedite the refund process.

WINE INDUSTRY will refund the amounts paid by you without any deductions, but you are responsible for the return shipping costs.

After confirming the returned products' condition, WINE INDUSTRY will refund you within a maximum of 10 calendar days. Products not in their original packaging may be subject to depreciation.

SATISFACTION GUARANTEE

The products advertised on the website come with guarantees provided by their producers.

In cases warranting the use of the guarantee, options include repair, replacement, discount, or refund, as per legally outlined terms.

According to Royal Legislative Decree 1/2007 of 16 November 2007, durable goods are legally guaranteed for two years from the delivery date. You must notify WINE INDUSTRY of any issues within two months of discovery.

Additionally, you have 30 days from product receipt to request a return by emailing wineindustrymallorca@gmail.com specifying the order number and the reason for the return of products.

Returned products must not be opened, damaged, or soiled by you. They should be in perfect condition, and ideally in their original packaging.

Upon WINE INDUSTRY'S verification of the products' condition, the refund for the returned units will be processed within 10 days using the initial payment method.

Note that this does not cover return shipping costs, which are your responsibility.

TERMS AND CONDITIONS OF SUBSCRIPTIONS AND THE WINE CLUB

The Subscription Terms and Conditions outline the agreement between you and WINE INDUSTRY when enrolling in the subscription service or Wine Club. These terms and conditions supplement the general Terms and Conditions mentioned earlier.

- **Subscription of our Wine Club**

Our wine club service entails monthly home delivery of a box containing either 2 or 4 bottles of wine (depending on your chosen subscription) selected by WINE INDUSTRY, along with tasting notes.

The monthly wine club fee covers VAT and delivery. Currently, our wine club membership is exclusive to residents of Mallorca.

- **Registration as a Subscriber**

To become a 'Subscriber' of the Wine Club, you need to have signed up on the Portal beforehand and completed the initial fee, which aligns with the first wine club payment.

By selecting the desired subscription ('Callef' or 'Malva') and completing the payment process by entering bank card details on our virtual POS page, you will become a Subscriber and you authorize WINE INDUSTRY to charge the monthly Subscription Fees to the same bank card.

- **Cancellation of Subscription**

As a Subscriber, you can cancel your subscription at any time through your personal 'My Account' section or by directly contacting WINE INDUSTRY at wineindustrymallorca@gmail.com.

Cancellations made before the 5th of the month will be effective for the current month, preventing the delivery of that month's box. Cancellations after the 5th will take effect from the following month, with the Subscriber receiving the current month's box and associated charges.

WINE INDUSTRY retains the right to terminate your Subscription at any time, with notification sent via email.

- **Monthly purchases and payments**

Monthly wine club fees will be charged to the bank card provided by the Subscriber during the subscription process.

Every month, Subscribers will also receive a newsletter with the latest updates from WINE INDUSTRY.

- **Delivery of the Wine Club box**

Delivery is only available to addresses in Mallorca.

- **Gifting of the Wine Club**

A User may gift a subscription to the Wine Club to a third party for a specific duration. This duration can be 1, 2, 3, 6, 9 or 12 months.

The total price of the gift is the sum of the cost of the monthly wine club chosen.

EXPERIENCES AND EVENTS

Booking Deposit

- For all of WINE INDUSTRY'S own experiences and events we will require a 20% non-refundable booking deposit payable by bank transfer in euro currency. Confirmation of your booking will only be given after WINE INDUSTRY has received the deposit payment. The deposit will then be deducted from your total booking fee.
- When making a deposit payment by bank transfer, please include your full name.

- In some instances, where 3rd parties are involved, you may be required to make a full payment for particular services i.e. for wine tours, for food requests or for transportation.
- If a booking deposit or advance payment is not made, any booking request may be cancelled.

Payment

- Final payments for all of WINE INDUSTRY'S own experiences and events will be required just before the event or experience begins. These payments can be made by cash, credit or debit card. If you would prefer to pay in advance by bank transfer please allow time for WINE INDUSTRY to receive the cash as we cannot proceed with your booking until the payment has been received.
- If you require a business facture for any booking please let WINE INDUSTRY know and inform us of the following information: Full business name & address, Name of responsible person in the business, NIE Number, Contact information.
- WINE INDUSTRY will notify you of any final payment requirements relating to any 3rd parties as necessary i.e. for wine tours, for food requests or for transportation.

After Care

- After any experience or event you have booked through WINE INDUSTRY we may contact you to ensure you were happy with the service received.
- WINE INDUSTRY will keep certain personal information in order to be able to stay in contact with you.
- However, if you would prefer to have your personal information deleted from our system at any time please contact WINE INDUSTRY at wineindustrymallorca@gmail.com.
- More information about WINE INDUSTRY'S privacy policy can be found on the website.

Cancellation by the Customer

- If you wish to cancel any booking you have made through WINE INDUSTRY, please contact us as soon as possible. If the cancellation is less than 48 hours WINE INDUSTRY reserves the right to keep the deposit payment.
- Please note, where third parties are involved in a booking, their booking cancellation fees may also apply. If you would like more information in relation to this please contact WINE INDUSTRY.
- We strongly advise that you take out holiday cancellation or personal travel insurance to cover for any eventuality relating to this.
- Notice of a cancellation must be received in writing.

Cancellation by Wine Industry

- If WINE INDUSTRY has to cancel your experience or event prior to commencement, any fees you have paid, including your deposit payment will be refunded in full.
- If WINE INDUSTRY has to cancel an experience or event because a third party cannot honour their agreement we will refund any fees you have paid, including your deposit.
- WINE INDUSTRY is not liable for any incidental costs as a result of a cancellation.

- Again, we recommend you take holiday cancellation or personal travel insurance to cover for any eventuality relating to this.
- If an event or experience has to be postponed due to weather or for any other reason beyond our control, WINE INDUSTRY will endeavour to re-schedule the booking for another mutually agreeable date.

Delay or Failure for the Experience to Proceed

- If you are delayed for any reason prior to the start of your booking, WINE INDUSTRY must be informed as soon as possible and must be notified in writing.
- If it is not possible to contact WINE INDUSTRY by email please call us immediately on 657 88 32 48 and let us know how long the delay will be.
- It will then be at the discretion of WINE INDUSTRY to decide whether it is possible to proceed with your booking or not.
- If WINE INDUSTRY has to cancel the booking because of your delay we reserve the right to keep your deposit payment.
- It will also be at the discretion of WINE INDUSTRY to decide whether it is possible to re-schedule your booking if your delay means we have to postpone the experience or event.

Health Policy

- WINE INDUSTRY would ask that you notify us of any allergies or intolerances you may have that may affect certain parts of your booking i.e. particularly where certain food types are involved.
- WINE INDUSTRY accepts no responsibility for any illness that occurs as a result of not providing the necessary information.
- Individuals must be responsible for bringing their personal medication with them as required.

Disclaimer

- WINE INDUSTRY is not responsible for any illness, accident or injury that occurs as a result of you using our third party suppliers i.e. for wine tours or for any 3rd party food related booking requests.
- If you require further information about our third party liabilities please contact WINE INDUSTRY in writing.
- WINE INDUSTRY has liability insurance to cover our own experiences and events and if you book an experience with us it is imperative that you fully understand our terms and conditions as laid out in this document.
- WINE INDUSTRY strongly advises that you check your holiday or personal travel insurance covers you against helicopter rides, food poisoning etc.

Force Majeure

- WINE INDUSTRY shall not be liable for any expenses incurred due to Force Majeure, an extreme force of nature, weather conditions, strike, Acts of Government, war or any other circumstance beyond our control.

Alcohol

- WINE INDUSTRY is not responsible for any illness, accident or injury that occurs as a result of you consuming too much alcohol. Our wine tasting experiences are designed in such a way to allow people to either drink the wine they taste or to spit it out.
- WINE INDUSTRY'S wine tasting experiences are only suitable for people aged 18 years and over.
- WINE INDUSTRY can offer help and advice for transportation if required. You are strongly advised not to drink and drive as it is illegal.

Negligence

- WINE INDUSTRY is not liable for any damages that may occur as a result of your own negligence or irresponsible behaviour, particular when using our 3rd party suppliers. Any damage that occurs in this instance will need to be addressed between you and the third party supplier.
- WINE INDUSTRY is not liable for any damages that may occur as a result of you consuming too much alcohol, particularly if you are staying in a holiday villa that you have booked independently. Any damage that occurs in this instance will need to be addressed between you and the holiday villa provider.
- If you behave irresponsibly or negligently during one of WINE INDUSTRY'S experiences or events we have the right to stop the experience or event from proceeding any further and you will not be entitled to a refund.
- If you damage or break anything during one of WINE INDUSTRY'S experiences or events that directly affects WINE INDUSTRY, please notify us immediately. It will be up to the discretion of WINE INDUSTRY to decide whether any additional charges need to be made as a result of the damage or breakage.

Complaints

- Notice of any complaint should be made to WINE INDUSTRY at the time of the complaint arising. If the complaint cannot be resolved immediately, then a formal complaint should be referred to us in writing in order for us to address and gather more information as necessary.

Personal Insurance

- It is strongly advised that you obtain insurance against possible sickness, illness, accident or injury, loss of personal effects, breakages or damages, cancellation or curtailment, travel disruption or delay, or any other reason that may be considered appropriate for the activities you partake in and for your own personal well-being.

Insurance In General

- Whilst WINE INDUSTRY carries full public liability insurance you should also satisfy yourself that you are fully covered against personal injury and cancellation.

Photographs used in Promotional Material

- You agree that any photographs taken during your experience or event, which may feature you, can be used by WINE INDUSTRY for promotional purposes. Photographs will never be taken of minors.

INVALIDITY AND INEFFECTIVENESS OF CONTRACT TERMS

If any clause in these General Terms and Conditions is considered null and void or ineffective, only the particular provision or part that is affected will be impacted.

The rest of these General Terms and Conditions will remain valid, with the null or void section considered as excluded.

- **Applicable Law and Jurisdiction**

As per EU Regulation No. 524/2013, you have the right to request alternative dispute resolution for consumer issues with us online at <https://ec.europa.eu/consumers/odr/>.

These General Terms and Conditions will be governed by and interpreted according to Spanish law.

WINE INDUSTRY and the User agree to settle any disputes arising from the products or services provided by these General Terms and Conditions in the Courts and Tribunals corresponding to your location.