

SALES TERMS AND CONDITIONS

These Terms and Conditions regulate use of the online store, for which 2009 Instituto de Comunicación, S.L. (hereinafter, Instituto de Comunicación) is legally responsible. By accepting it, the User declares that he/she assumes all his/her obligations. If the User does not agree with the content of this document, he/she must leave this website, not being able to access or dispose of the services offered by it. Likewise, the User expressly and without exception accepts that the access and use of this website, its services and the contents of such services takes place under their sole and exclusive responsibility.

These Terms will be accepted by the parties without reservation, and may be modified at any time and without prior notice, being the responsibility of the User to read them when making a purchase or contract. The conditions in force at the time of conclusion of the contract will be those applicable to you.

Applicable regulations

This electronic contract is regulated by Spanish law and, in particular, by the legal regime imposed by Law 34/2002 on Information Society Services and E-Commerce (LSSICE) and by General Law 03/2014 on the Defence of Consumers and Users (LGDCU).

The electronic contract will not be filed by a third party. It is drawn up in English. These Sales Terms and Conditions may be stored and reproduced at any time by the User who makes a purchase using their internet browser's options. They must be accepted before proceeding to order payment.

User account and error correction

In order to make online purchases in this store, you can register by creating a user account or make a quick purchase without registering (as a guest user).

If you choose to make your purchase as a guest, your personal data will not be stored on the website, nor will you be able to check your order history. The personal data provided will only be stored to manage and deliver the requested products and/or services.

If you decide to register, you will receive an email confirming that the process has been completed successfully and reminding you of your access details. Via your account, you may make purchases, check your order history, change your password, amend your personal data, modify billing address, make comments, and perform other procedures or management tasks related to your purchases.

Furthermore, you may access your private account at any time to check your personal information and addresses and, if necessary, correct the errors that may have appeared when entering said data or updating them. Billing address may also be corrected or updated during the purchase process.

As User, you may deregister at any time by sending an email from the email address that you wish to deregister to the email address info@institutodecom.es, which will result in your personal data being cancelled.

In any case, creation and cancellation of a user account will be governed by the provisions of our Privacy Policy.

Checkout process

Making a purchase on **Instituto de Comunicación** is really easy. Just follow these simple steps:

1. Instituto de Comunicación will give you access to a page, which includes a detailed description, main characteristics and price of the service. If you need any further information, feel free to contact us.
2. Once you have selected the service you wish to purchase and have filled out the form with your details, you must press the “Add to Cart” button to proceed directly with payment.
3. Once the service selection is concluded, a summary will appear identifying the selected item (s). Finally, to continue with your order, you must press the button "Checkout".
4. As in previous sections, at the end of your purchase, you have the option of doing so by registering, or making a quick purchase without registration (as a guest) by selecting PayPal Express Checkout. When registering, you must indicate your contact information and address, and in your next purchases you will not have to enter your data again.
5. Finally, you must choose the payment method for your purchase from those offered by **Instituto de Comunicación** (see next section).
6. Once the purchase process has been completed, we will send you an email containing the details of your order, together with the corresponding receipt or invoice. If you do not receive this email within 24 hours, or if you identify any errors in the information provided, please contact us using any of the following methods:
 - By calling +34 689 10 99 83.
 - By submitting a request through the Contact section of this website.
 - By emailing us at info@institutodecom.es

Likewise, unless you have consented to receiving your invoice in electronic format, you will receive a paper copy at no additional cost. If you have provided such consent, you may withdraw it at any time by contacting us through any of the channels listed above.

Payment methods

Instituto de Comunicación offers simple payment methods:

- Credit or debit card
- PayPal

The conditions for each of these payment methods are specified below.

→ Credit or debit card

Payment via credit or debit card is made using the secure payment gateway of Stripe. Via this payment method, **Instituto de Comunicación** never collects or handles any customer data related to their card number. All data are processed directly by Stripe, such that **Instituto de Comunicación** may always offer optimal security, transparency and confidentiality in the transaction.

→ PayPal

You can also make payments using your PayPal account. With this payment method, **Instituto de Comunicación** never collects or manages any bank data. All data are processed directly by PayPal such that **Instituto de Comunicación** may always offer optimal transparency, security and confidentiality in the transaction.

Prices, taxes, tariffs and duties

Prices are expressed in euros. **Instituto de Comunicación** is not obliged to execute services (even if delivery confirmation has been sent) if the error in price is obvious and unequivocal and if it could reasonably have been recognised by the customer as incorrect.

The prices of **Instituto de Comunicación** services may vary but (unless established previously) possible changes will not affect orders for which confirmation has already been sent.

The following taxes will apply on the services offered on our website.

- The price of the services provided to customers who have a billing address in mainland Spain and the Balearic Islands includes VAT.
- The price of the services provided to customers who have a billing address in other EU countries, and if the buyer is an individual, includes the country of origin's VAT.
- The price of the services provided to customers who have a billing address in other EU countries, and if the buyer is a business or professional, does NOT include VAT provided that they are registered in the Intra-Community Operators Register (in which case they must provide us with a valid tax identification code). If they are not registered as an Intra-Community Operator, the service price will include the VAT corresponding to the country of origin.
- The price of the services provided to customers who have a billing address in the Canary Islands, Ceuta or Melilla and, in general, any country outside the EU, does NOT include VAT, given that the transaction is treated as an export. The price indicated for each service it's the final price to these destinations.

Down of accounts and services, cancellation and blocking

User accounts are not deleted for lack of use. The User can unsubscribe by requesting it to the staff of "Instituto de Comunicación", by sending an email to info@institutodecom.es or through the profile of their account.

In case of non-payment of an order, it may be temporarily suspended until the situation of non-payment has been resolved by the User. In case of more than 15 days, "Instituto de Comunicación" may proceed to the cancellation of the order.

"Instituto de Comunicación" reserves the right to block without prior notice access to the User account (or directly delete the User account), if you use it illegally or violate the obligations and rules set forth herein, a fact that will be communicated by email. Blocking or deleting the User account will have no effect on the obligation to pay for the products purchased, if applicable.

In exceptional cases, under the free discretion of the administrators of "Instituto de Comunicación", and evaluating the severity of the fact, administrators may choose to notice the infringing User, before deleting or blocking their account permanently.

By registering as a User, you agree that the owners of this site reserve the right, being able to act at any time and without prior notice, to modify or discontinue this website and its services, or to delete data provided, either temporarily or permanently.

Returns

At “Instituto de Comunicación”, we strive to ensure customer satisfaction with the services contracted through us. Therefore, we offer you the option to cancel them if they do not meet your needs or expectations, in accordance with the provisions of the Spanish General Law for the Protection of Consumers and Users (LGDCU). The right of withdrawal must be exercised within a maximum period of FOURTEEN (14) calendar days from the date of contracting. You must notify us of your decision to withdraw from the contract, without the need to provide any justification, through an unequivocal statement sent by any of the following means:

- Email: info@institutodecom.es
- Postal address: 2009 Instituto de Comunicación, S.L., C/ Calvet, 25 ppal. 2 - 08021, Barcelona - España
- Withdrawal form [\[ADJUNTAR MODELO DE DESISTIMIENTO RELLENABLE QUE HAY AL FINAL DE ESTE DOCUMENTO\]](#)
- Online form “Withdraw from the contract here”, available at www.institutodecom.com [\[VER MODELOS DE DESISTIMIENTO ONLINE QUE HAY AL FINAL DE ESTE DOCUMENTO\]](#)

In order to exercise this right, the contract must not have been fully performed. If it has been partially performed, we will refund only the proportional part corresponding to the services not provided, provided that such distinction or allocation is possible.

Please note that, pursuant to applicable regulations, this right may not be exercised in relation to:

- The supply of services, once the service has been fully performed, and where the contract places the consumer under an obligation to pay, if performance has begun with the consumer’s prior express consent and acknowledgment that, once the trader has fully performed the contract, the consumer will lose the right of withdrawal.
- The supply of digital content not provided on a tangible medium where performance has begun.

The refund of the purchase amount will be made once the status of the contracted service has been verified, using the same payment method used for the purchase and, in any event, no later than 14 calendar days from the verified receipt of the withdrawal request. Any costs arising from the exercise of the right of withdrawal shall be borne by the purchaser.

Dispute resolution

If you have any incident, complaint or claim relating to a purchase made on our website, you may contact us at info@institutodecom.es or at C/ Calvet, 25 ppal. 2 - 08021, Barcelona - España. We will respond to your claim as soon as possible and, in any event, within the maximum period legally established.

Governing Law and Jurisdiction

These terms and conditions shall be governed by Spanish law.

In the event of any dispute, you may bring proceedings before the courts and tribunals that are competent pursuant to the applicable regulations.