

Terms of sale

GENERAL INFORMATION

The ownership of this website, [HTTPS://WWW.TIENDAHIPICAELVALENCIANO.COM/](https://www.tiendahipicaelvalenciano.com/) (hereinafter Website) is held by: HISPANO EUROPEA DE EQUITACIÓN, SL, provided with CIF B86118445 and registered in the mercantile registry, whose fiscal address is C / RIBERA DE CURTIDORES 37,28005, MADRID

This document (as well as all other documents mentioned here) regulates the conditions governing the use of this Website ([HTTP://TIENDAHIPICAELVALENCIANO.COM/](http://tiendahipicaelvalenciano.com/)) and the purchase or acquisition of products and / or services in the same (hereinafter, Conditions).

For the purposes of these Conditions, it is understood that the activity that HISPANO EUROPEA DE EQUITACIÓN, SL develops through the Website includes:

- Advertising
- Information
- Sale of footwear, leather, saddlery and equestrian articles

In addition to reading these Conditions, before accessing, browsing and / or using this website, the User must have read the Legal Notice and the General Conditions of Use, including, the cookie policy, and the privacy and data protection policy of HISPANO EUROPEA DE EQUITACIÓN, SL.

By using this Website or by making and / or requesting the acquisition of a product and / or service through it, the User agrees to be bound by these Conditions and by all the aforementioned, so if they do not agree with everything Therefore, you should not use this Website.

Likewise, it is reported that these Conditions could be modified. The User is responsible for consulting them each time he accesses, browses and / or uses the Website since those that are in force at the time the purchase of products and / or services are requested will be applicable.

For all the questions that the User may have in relation to the Conditions, they can contact the owner using the contact information provided above or, where appropriate, using the contact form.



THE USER



Access, navigation and use of the Website, confers the condition of user (hereinafter referred to, indistinctly, individually as User or jointly as Users), for which they are accepted, from the start of browsing the Website, all the Conditions established herein, as well as their subsequent modifications, without prejudice to the application of the corresponding mandatory legal regulations as the case may be.

The User assumes his responsibility for a correct use of the Website. This responsibility will extend to:

- Make use of this Website only to make inquiries and legally valid purchases or acquisitions.
- Do not make any false or fraudulent purchase. If there is a reasonable doubt that said purchase is fraudulently incurring some type of fraud, it will be canceled and the relevant authorities will be informed.
- Provide truthful and lawful contact information, for example, email address, postal address and / or other information (see Legal Notice and General Conditions of Use).

The User declares to be over 18 years of age and / or have the legal capacity to enter into contracts through this Website.

The Website is aimed mainly at Users residing in Spain. HISPANO EUROPEA DE EQUITACIÓN, SL does not ensure that the Website complies with the laws of other countries, either totally or partially.

The User will formalize with HISPANO EUROPEA DE EQUITACIÓN, SL the contract of sale of the desired products and / or services and all their contractual relationship in Spanish, the same language in which the Conditions of sale are offered.



PURCHASE OR ACQUISITION PROCESS



Duly registered Users can buy on the Website by the established means and forms. They must follow the online purchase and / or acquisition procedure of [HTTPS://WWW.TIENDAHIPICAELVALENCIANO.COM](https://www.tiendahipicaelvalenciano.com), during which several products and / or services can be selected and added to the cart, basket or final purchase space and, finally, make click on: "<https://www.tiendahipicaelvalenciano.com/index.php?m=1>"



Likewise, the User must fill in and / or check the information that is requested in each step, although, during the purchase process, Before making the payment, the purchase details can be modified.



Next, the User will receive an email confirming that he has received his order or request for purchase and / or provision of the service, that is, the order confirmation. And, where appropriate, you will also be informed by email when your purchase is being shipped.

Where appropriate, this information could also be made available to the User through their personal connection space to the Website.

Once the purchase procedure has concluded, the merchant will generate a paper invoice that will be sent to the User via email and a paper copy in the box where the order is sent to the customer. You can also download it in Digital format from the "My Account" panel on the Website.

The User acknowledges being up-to-date, at the time of purchase, of certain particular conditions of sale that concern the product and / or service in question and that are shown next to the presentation or, where appropriate, its image on its page of the Website, indicating, by way of example, but not exhaustive, and according to each case: name, price, components, weight, quantity, color, details of the products, or characteristics, how they will be carried out and / o cost of benefits; and acknowledges that the completion of the purchase or acquisition order materializes the full and complete acceptance of the particular conditions of sale applicable to each case.

Unless expressly stated otherwise, HISPANO EUROPEA DE EQUITACIÓN, SL is not the manufacturer of the products sold or that could be marketed on the Website. Although HISPANO EUROPEA DE EQUITACIÓN, SL makes great efforts to ensure that the information displayed on the Website is correct, sometimes the packaging and / or materials and / or components of the products may contain additional or different information than what appears on the website.

Therefore, the User must not only consider the information provided by the Website, but also the information available on the labeling, warnings and / or instructions that accompany the product.

The communications, purchase orders and payments that intervene during the transactions carried out on the Website could be filed and kept in the computerized registers of HISPANO EUROPEA DE EQUITACIÓN, SL in order to constitute a means of proof of the transactions, in any case, respecting the reasonable security conditions and the laws and regulations in force that are applicable in this regard, and particularly paying attention to the LOPD and the rights of Users in accordance with the privacy policy of this Website (Legal Notice and Conditions General Use).



AVAILABILITY



We include on the Website information on the availability of the products we sell, detailing their availability on the information page of each of the products. In this way, both on the specific product page and in the purchase summary, the user or consumer will be informed whether or not the product is available before placing the order.

If when we process your order we detect any error regarding the availability of a product, we will inform you immediately by phone or email and, in this case, we will proceed to the immediate refund of the amount paid or, if it has not yet been charged, we will not charge you. any amount for said product.

PRICES AND PAYMENT



The prices displayed on the Website are final, in Euros (€) and include taxes, unless a different issue is indicated and applied by legal requirement, especially in relation to VAT.

Shipping costs are included in the final prices of the products as shown on the Website.

Thus, HISPANO EUROPEA DE EQUITACIÓN, SL performs delivery and / or shipping services through GENERAL LOGISTICS SYSTEM SPAIN, SA (GLS SPAIN)

In no case will the Website add additional costs to the price of a product or service in a manner automatic, but only those that the User has selected and chosen voluntarily and freely.

Prices may change at any time, but possible changes will not affect orders or purchases for which the User has already received an order confirmation.

The accepted means of payment will be: Credit or debit card, and Bank transfer. Credit cards will be subject to checks and authorizations by the issuing bank, if said entity does not authorize payment, HISPANO EUROPEA DE EQUITACIÓN, SL will not be responsible for any delay or lack of delivery and will not be able to formalize any contract with the User.



Once HISPANO EUROPEA DE EQUITACIÓN, SL receives the purchase order from the User through the Website, a pre-authorization will be made on the corresponding card to ensure that there are sufficient funds to complete the transaction. The charge on the card will be made at the time the User is sent the shipping confirmation and / or confirmation of the service that is provided in the form and, where appropriate, the established place.

In any case, by clicking on "<https://www.tiendahipicavalenciano.com/index.php?m=1>" the User confirms that the payment method used is his or that, where appropriate, is the legitimate owner of the gift card or the subscription card.

The purchase or acquisition orders in which the User selects the bank transfer as a means of payment will be reserved for 5 calendar days from the order confirmation in order to allow enough time for the bank transfer to be taken into account by the system. of payments used by HISPANO EUROPEA DE EQUITACIÓN, SL for the Website. When the system receives the transfer, the order will be prepared and managed for shipping.

Through this payment method, the User must ensure that he correctly enters the exact amount of the purchase order, as well as the account number and the transfer reference. In the event of an error, HISPANO EUROPEA DE EQUITACIÓN, SL will not be able to validate the order, which will be canceled.



DELIVERY



In the cases in which it is necessary to carry out the physical delivery of the contracted good, the deliveries will be made in the following territory: Spain (Peninsula and Balearic Islands).

The available products reflected on the Website will be delivered within 10 working days.

This term will be reflected on the Website along with the shipping method. For those products that are not available or are customizable products, you can contact us to inquire about delivery times through the email address: info@tiendahipicaelvalenciano.com, or through customer service by calling number 91 467 53 46

If for any reason, which was attributable to it, HISPANO EUROPEA DE EQUITACIÓN, SL could not meet the delivery date, it will contact the User to inform him of this circumstance and, he may choose to proceed with the purchase by establishing a new delivery date or either cancel the order with a full refund of the price paid. The same will happen in those cases in which there are unforeseen or extraordinary circumstances. In any case, home deliveries are made on working days.

If it is impossible to deliver the order due to the User's absence, the order could be returned to the warehouse. However, the carrier would leave a notice explaining where the order is and how to get it delivered again.

If the User is not going to be at the place of delivery in the agreed time slot, they must contact HISPANO EUROPEA DE EQUITACIÓN, SL to arrange delivery on another day.

In the event that 30 days have elapsed since your order is available for delivery, and it has not been delivered for reasons not attributable to HISPANO EUROPEA DE EQUITACIÓN, SL, HISPANO EUROPEA DE EQUITACIÓN, SL will understand that the User wishes to withdraw from the contract and this it will be considered resolved.

As a consequence of the termination of the contract, all payments received from the User will be returned, with the exception of the additional costs resulting from the User's own choice of a delivery method other than the less expensive mode of ordinary delivery offered by the Website. , without any undue delay and, in any case, within a maximum period of 14 days from the date the contract is considered terminated.

However, the User must bear in mind that the transport derived from the contractual resolution will have an additional cost that will be passed on to him. This cost will be the same as the shipping cost of the purchase of the product.

For the purposes of these Conditions, it will be understood that the delivery has occurred or that the order has been delivered at the moment in which the User or a third party indicated by the User acquires material possession of the products, which will be accredited by the signature of the receipt of the order at the agreed delivery address.

The risks that may arise from the products will be borne by the User from the moment of delivery. The User acquires ownership of the products when HISPANO EUROPEA DE EQUITACIÓN, SL receives full payment of all amounts due in relation to the purchase or acquisition made, including shipping costs, or at the time of delivery, if it is takes place at a time after the full receipt of the amount to be paid by HISPANO EUROPEA DE EQUITACIÓN, SL.

In accordance with the provisions of Law 37/1992, of December 28, on Value Added Tax (VAT), purchase orders for delivery and / or provision will be understood to be located in the territory of application of Spanish VAT if The delivery address is in Spanish territory except the Canary Islands, Ceuta and Melilla. The applicable VAT rate will be the one legally in force at all times depending on the specific article in question.



TECHNICAL MEANS TO CORRECT ERRORS



The User is made aware that in case they detect that an error has occurred when entering the necessary data to process their purchase request on the Website, they may modify them by contacting HISPANO EUROPEA DE EQUITACIÓN, SL through the contact spaces enabled on the Website, and, where appropriate, through those enabled to contact customer service, and / or using the contact information provided in the first clause (General information). Likewise, this information could also be corrected by the User through their personal connection space to the Website.

In any case, the User, before clicking on "<https://www.tiendahipicaelvalenciano.com/index.php?m=1>", has access to the space, cart, or basket where their purchase requests are noted and you can make modifications.

Likewise, the User is referred to consult the Legal Notice and Privacy Policy to obtain more information on how to exercise their right of rectification as established in Organic Law 3/2018, of December 5, on the Protection of Character Data Personal guarantee of digital rights.



RETURNS AND GUARANTEES POLICY



In the cases in which the User acquires products on or through the owner's Website, they are assisted by a series of rights, as listed and described below:



Right of Withdrawal

The User, as consumer and user, makes a purchase on the Website and, therefore, has the right to withdraw from said purchase within a period of 14 calendar days without the need for justification.

This withdrawal period will expire 14 calendar days from the day that the User or a third party authorized by him, other than the carrier, acquired material possession of the goods acquired on the HISPANO EUROPEA DE EQUITACIÓN, SL Website or in the event that the goods that make up your order are delivered separately, 14 calendar days from the day that the User or a third party authorized by him, other than the carrier, acquired material possession of the last of those goods that made up the same purchase order.

To exercise this right of withdrawal, the User must notify his decision to HISPANO EUROPEA DE EQUITACIÓN, SL.



You can do so, with the following form,

<https://www.tiendahipicaelvalenciano.com/desistimiento.pdf> where appropriate, through the contact spaces provided on the Website <https://www.tiendahipicaelvalenciano.com/contacto/> or Send it to: info@tiendahipicaelvalenciano.com

The User, regardless of the means they choose to communicate their decision, must clearly and unequivocally express that it is their intention to withdraw from the purchase contract. In any case, the User may use the model withdrawal form that HISPANO EUROPEA DE EQUITACIÓN, SL makes available as part attached to these Conditions, however, its use is not mandatory.

To meet the withdrawal period, it is enough that the communication that unequivocally expresses the decision to withdraw is sent before the corresponding period expires.

In the event of withdrawal, HISPANO EUROPEA DE EQUITACIÓN, SL will reimburse the User for all payments received, including shipping costs (with the exception of the additional costs chosen by the User for a shipping method other than the less expensive mode offered in the Website) without any undue delay and, in any case, no later than 14 calendar days from the date on which HISPANO EUROPEA DE EQUITACIÓN, SL is informed of the User's decision to withdraw.

HISPANO EUROPEA DE EQUITACIÓN, SL will reimburse the User using the same payment method used by the User to carry out the initial purchase transaction. This refund will not generate any additional cost to the User. However, HISPANO EUROPEA DE EQUITACIÓN, SL could withhold said refund until the products or items of the purchase have been received, or until the User presents

proof of their return, depending on which condition is met first.

The User can return or send the products to HISPANO EUROPEA DE EQUITACIÓN, SL at: C / RIBERA DE CURTIDORES 37, 28005, MADRID. And it must do so without any undue delay and, in any case, no later than 14 calendar days from the date on which HISPANO EUROPEA DE EQUITACIÓN, SL was informed of the withdrawal decision.

The User acknowledges knowing that he must bear the direct cost of return (transport, delivery) of the goods, if any were incurred. In addition, it will be responsible for the decrease in value of the products resulting from a manipulation other than that necessary to establish the nature, characteristics and operation of the goods.

In accordance with article 103 of Royal Legislative Decree 1/2007, of November 16, which approves the revised text of the General Law for the Defense of Consumers and Users and other complementary laws, the User is informed that there are exceptions to the right of withdrawal. By way of example, these exceptions according to the Website and the products offered on it, would be relative to: The supply of goods made according to the specifications of the consumer and user or clearly personalized (personalized products); Products that can deteriorate or expire quickly; The supply of sealed goods that are not suitable to be returned for reasons of health protection or hygiene and that have been unsealed after delivery; The supply of goods that after delivery and taking into account their nature have been mixed inseparably with other goods; The supply of sealed video recordings that have been unsealed by the consumer and user after delivery.

In this same sense, the provision of a service that the User could contract on this Website is governed, since this same Law establishes that the Right of withdrawal will not assist Users when the provision of the service has been fully executed, or when it has begun. , with the express consent of the consumer and user and with the acknowledgment on their part that they are aware that, once the contract has been fully executed by HISPANO EUROPEA DE EQUITACIÓN, SL, they will have lost their right of withdrawal.

The consumer and user will only be responsible for the decrease in value of the goods resulting from a manipulation of the same other than that necessary to establish their nature, their characteristics or their operation. In no case will he be responsible for the decrease in value of the goods if the entrepreneur has not informed him of his right of withdrawal in accordance with article 97.1.i)

Likewise, the products must be returned using or including all their original packaging, the instructions and other documents that accompany them, as well as a copy of the purchase invoice.

In the following link you can download the Model withdrawal form: <https://www.tiendahipicaelvalenciano.com/img/file/FORMULARIO-DESISTIMIENTO.pdf>



Return of defective products or error in shipping

These are all those cases in which the User considers that, at the time of delivery, the product does not comply with the provisions of the contract or purchase order, and that, for Therefore, you must contact HISPANO EUROPEA DE EQUITACIÓN, SL and let them know the existing disagreement (defect / error) by the same means or using the contact information provided in the previous section (Right of Withdrawal).

The User will then be informed about how to proceed with the return of the products, and these, once returned, will be examined and the User will be informed, within a reasonable period of time, if the refund or, where appropriate, the replacement of the same. .

The refund or replacement of the product will be made as soon as possible within 30 days after delivery of the product and, in any case, within 14 days from the date on which we send you an email confirming that the refund or replacement of the non-conforming item.

The amount paid for those products that are returned due to a defect, when it actually exists, will be fully reimbursed, including delivery costs and costs that the User may have incurred to make the return. The refund will be made by the same means of payment that the User used to pay for the purchase.

In any case, the rights recognized in the legislation in force at all times for the User, as consumer and user, will always be respected.



Guarantees

The User, as consumer and user, enjoys guarantees on the products that can be acquired through this Website, in the legally established terms for each type of product, HISPANO EUROPEA DE EQUITACIÓN, SL responding, therefore, by the lack of conformity of the same that is manifested within a period of two years from the delivery of the product.

In this sense, it is understood that the products are in accordance with the contract provided that:

they conform to the description made by HISPANO EUROPEA DE EQUITACIÓN, SL and possess the qualities presented in it; are suitable for the uses to which products of the same type are ordinarily destined; and present the usual quality and performance of a product of the same type and that are fundamentally expected from it.

When this is not the case with respect to the products delivered to the User, the User must proceed as indicated in the section Return of defective products or error in shipping. However, some of the products that are marketed on the Website, could present a different appearance than the model with which they were manufactured, and therefore will be considered a defect.

For this, the User must have kept all the information in relation to the guarantee of the products.



IDIOM

The User will formalize with HISPANO EUROPEA DE EQUITACIÓN, SL the contract for the sale of the desired products and / or services and all its contractual relationship, billing, etc., in Castilian (Spanish), regardless of the language in which the Conditions are offered. of Sale and the rest of the information and policies of the Website.