

# Terms of use

KNIT FOR JOY SL.  
sita murt/  
Calle Milà i Fontanals 5, interior  
08700 Igualada, Barcelona, Spain  
eshop@sitamurt.com

These General Conditions will expressly govern the relations that arise between sita murt/, marketed by KNIT FOR JOY SL., Calle Milà i Fontanals 5, interior, 08700 Igualada, Barcelona, Spain and with Taxpayer ID no. B21693437 (hereafter, "sita murt/") and third parties (hereafter, "Users") who are registered as users and/or who acquire products through the online store of the official website for sita murt/ (<https://www.sitamurt.com>), hereafter the "Store").

## Processing Personal Data

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At [www.sitamurt.com](http://www.sitamurt.com) (sita murt/), we are very concerned about security and about guaranteeing and protecting the privacy of data contributed by our customers. Besides the minimum established by law, the gathering and processing of data will be done under security levels that impede any loss, manipulation of data or unauthorized access. Compliance with Law 15/1999 of 13 December on the Protection of Personal Data, we inform you that all data you provide us through the purchase order and/or subscription to newsletters, will be incorporated to a database owned by sita murt/, aimed at managing the request or orders and their billing and, furthermore, to send you information about products and services marketed by us that could be of interest to you.

Your consent for receiving information about products marketed by sita murt/ will be understood as given in a manifest and unequivocal manner when you inform your data to [www.sitamurt.com](http://www.sitamurt.com) (sita murt/). These advertising messages will be sent by e-mail or SMS (Spanish residents). We inform you that the data you provide us will not be transmitted, in any circumstance, to the third parties. Unless specifically stated otherwise, it will be considered necessary to complete all data required in the forms and coupons found on this website. If you do not inform all the data deemed necessary, sita murt/ may, depending on the case, refrain from carrying out your order. You may exercise the right of access, rectification, cancellation and, if applicable, manifest your desire NOT to receive any sort of advertising at any time. For such, you may:

- Send a written notification to sita murt/ (ref LOPD), KNIT FOR JOY SL., Calle Milà i Fontanals 5, interior, 08700 Igualada, Barcelona, Spain, attaching a photocopy of your Taxpayer ID

- Send a message to [eshop@sitamurt.com](mailto:eshop@sitamurt.com) with the subject LOPD, indicating your name, surname and email address, along with the sentence(s) I DO NOT WANT TO RECEIVE ADVERTISING MATERIAL FROM SITA MURT.

If you need any help in this sense, please, do not hesitate in contacting us.

**We want to serve you as you deserve and to make your visit to [www.sitamurt.com](http://www.sitamurt.com) as pleasant as possible.**

# Privacy policy

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## READ THESE CONDITIONS CAREFULLY

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## 2. USER OBLIGATIONS

2.1 In general, the User agrees to use the Store, to acquire the Products and to use each of the Store's services in a diligent manner, in compliance with the law, morals, public order and as stipulated in the General Conditions, and it shall also abstain from using them in any manner that could impede, damage or deteriorate the normal functioning of the Store by the Users which could damage the rights and properties of sita murt/, its providers, Users or, in general, any third party.

## 3. PRODUCTS AND PRICES

3.1 sita murt/ reserves the right to decide, at any time, the Products offered to Users through the Store. In particular, sita murt/ may, at any time, add new Products to those offered or included in the Store, understanding that unless stated otherwise, these new Products will be governed as stipulated in these General Conditions/. Likewise, sita murt/ reserves the right to provide or to facilitate access and use at any time, without prior notice, of any of the different classes of Products offered at the Store.

3.2 The Products included in the Store will correspond as faithfully as possible as permitted by web visualization technology for those Products actually offered. The characteristics of the Products and their Prices appear in the Store. The prices shown in the Store are in Euros and they include VAT, unless indicated otherwise.

## 4. PROCEDURE AND METHOD OF PAYMENT FOR THE PRODUCTS

4.1 Within a maximum of twenty-four (24) hours, sita murt/ will send an e-mail to the User, confirming the purchase. This e-mail will assign a purchase reference code, and it will detail Product characteristics, their prices, shipping costs and the data for the different payment options for the Products to sita murt/.

4.2 The User who acquires a product through the Store shall make the payment through the payment systems specifically detailed at the Store.

4.3 sita murt/ will file the electronic documents, formalizing the contract, and it will forward a copy to the User when the purchase is made. The contract will be made in Spanish.

4.4 Confirmation of the order sent by sita murt/ has no value as an invoice; only as proof of purchase. sita murt/ will send the corresponding delivery note or invoice with the Product.

## **5. CANCELLATION RIGHT**

5.1 The user has the right to cancel by contacting sita murt/ by e-mail at the following address: [eshop@sitamurt.com](mailto:eshop@sitamurt.com) cancelling the purchase within a maximum of seven (7) workdays, counted from the date the Product is received. The Product should be sent back with a properly completed return sheet and a copy of the delivery waybill or invoice, duly filled out, with sita murt/ incurring the direct costs for returning the Product. Returns will be made in compliance with the instructions sita murt/ informs the User when replying to the notification of exercising the cancellation. The User should return the Product within a maximum of seven (7) days as long as sita murt/ indicates the method of such return.

5.2 Cancellation entails returning the sum paid. For such, the customer shall indicate the credit card number and the cardholder's name on the return sheet, so sita murt/ can make the chargeback. The period for this chargeback will be stipulated by Law.

5.3 You may not exercise the right to cancellation when the Product is not returned in its original packaging and when the Product is not in perfect conditions.

## **6. CUSTOMER SERVICE**

CUSTOMER 6.1 For any incidence, complaint or exercising of rights, the User may send an e-mail to: [eshop@sitamurt.com](mailto:eshop@sitamurt.com).

## **7. HOME DELIVERY SERVICE**

7.1 The sales territory for the Store is exclusively within the country from which the purchase has been made, and the delivery service will be for the said territory. Products bought through the Store will be sent to the delivery address indicated by the User once payment has been approved, with the maximum delivery period being thirty (30) days as stipulated by default by Law.

7.2 The Sita Murt delivery service is provided in collaboration with different logistics operators of renowned prestige. Postal Boxes, hotels or other non-permanent addresses will not be valid for orders.

7.3 Shipping costs are not included in Product prices. When the Product is purchased, the User will be informed of the exact shipping cost.

## **8. INTELLECTUAL AND INDUSTRIAL PROPERTY**

8.1 The User recognizes that for all Store elements and each of the Products, the information and materials contained therein, the brands, structure, selection, arrangement and presentation of content, and the computer programs used with them, are protected by sita murt/ or third party intellectual and industrial property rights, and that the General Conditions do not attribute any other right other than those intellectual and industrial rights specifically considered herein

8.2 Unless authorized by sita murt/, or by third parties holders of the corresponding rights, or unless legally permitted, the User may not reproduce, transform, modify, disassemble, perform reverse engineering, distribute, rent, lend, make available, or permit public access through any type of public communication, any of those elements referred to in the above paragraph. The User shall employ the materials, elements and information to which he or she gains access by using the Store solely for his or her own needs, agreeing not to carry out, directly or indirectly, any commercial exploration of the materials, elements and information obtained from such.

8.3 The User shall abstain from avoiding or manipulating any technical devices established by sita murt/ or by third parties in the Store.

## **9. DATA PROTECTION**

9.1 In compliance with Law 15/99 LOPD, we inform that your personal data and other information provided through the registration form, as well as stemming from transactions made, will be included and stored in a file for processing, as sita murt/ property until cancellation is requested. Processing will be for developing and carrying out the sale, personalized care for the products and services acquired and improved customer service, as well as for promoting sita murt/'s own products and services. Likewise, we inform that your data will be made available to Trilogi S.A. (web platform manager) for the purposes indicated. sita murt/ will process these data with maximum confidentiality as their only and exclusive receiver, and it will not assign or inform third parties except for those indicated by the norm currently in effect. The user expressly authorizes sita murt/ to send commercial communications and promotional offers and contests, including through electronic means, from sita murt/.

9.2 The User may exercise rights of access, rectification, opposition or cancellation, at any time, addressing them to sita murt/, KNIT FOR JOY SL., Calle Milà i Fontanals 5, interior, 08700 Igualada, Barcelona, Spain, or by email to [eshop@sitamurt.com](mailto:eshop@sitamurt.com), attaching a copy of his or her Taxpayer ID no. of substitute document for identification.

9.3 The blanks marked with \* on the registration form are obligatory. Not answering them will block the purchase of selected products.

## **10. PASSWORDS**

10.1 sita murt/ will enable the use of personal passwords to the user who registers as such on the website. These passwords will be used to access the services provided through the website. The user will be exclusively responsible for safeguarding the passwords in the most absolute and strictest confidentiality, assuming, for such, all

damages and consequences of any sort stemming from any breach or revelation of the secret. For security reasons, the password for telematic access to the services linked to the website may be changed at any time by the user. The User agrees to notify sita murt/ immediately of any unauthorized use of his or her password, as well as of any unauthorized access by third parties.

## **11. COOKIES**

11.1 sita murt/ uses cookies with the objective of improving its services, facilitating navigation, maintaining security, verifying User identity, facilitating access to personal preferences and following the User's use of the Store. Cookies are files installed on the computer's hard disk or the browser's memory in a folder preconfigured by the User's computer's operating system for identification.

11.2 If the User does not want a cookie installed on his or her hard disk, he or she should configure the Internet browser program not to receive them. Likewise, the User can freely destroy the cookies. If the User decides to deactivate the cookies, the quality and speed of the service may diminish and access to some of the services offered by the Store may be lost.

## **12. APPLICABLE LAW AND COURTS**

The following general conditions are governed by Spanish law. Any controversy stemming from interpretation or execution that may arise related to the validity, interpretation, compliance or resolution of this contract will be submitted to the Jurisdiction and Competence of the Courts of the City of Igualada, Barcelona, Spain, renouncing all others regardless of privilege, whenever applicable law so permits.