

In case of contradiction, the Spanish version takes precedence

1 Introduction

TwoNav mobile applications can be downloaded and used through third-party software distribution platforms such as Apple App Store and Google Play Store (hereinafter, “app stores”). These platforms have their own terms of use, privacy policies and contractual conditions, which apply directly to the user in areas such as payments, billing, renewals and refunds.

The user can consult these conditions at the following official links:

- Apple App Store: <https://www.apple.com/legal/internet-services/itunes/dev/stdeula>
- Google Play Store: https://play.google.com/intl/en_us/about/play-terms/

These Terms supplement –without replacing– TwoNav’s General Terms and Conditions, and apply exclusively to digital products and services purchased within the mobile applications.

2 Purpose

This document governs the purchase of digital services and subscriptions offered within TwoNav mobile applications. Physical products, shipping, warranties and other aspects regulated in the General Terms and Conditions available on the TwoNav website are excluded from this document.

3 In-app purchase process

Purchases made through the native purchasing systems of these app stores are managed directly by them. This means that:

- Charging, billing and purchase confirmation are the responsibility of Apple or Google.
- TwoNav does not process or store users’ payment data.
- The user must have a valid account in the app store and comply with its technical and contractual requirements.
- Prices displayed within the app are set by TwoNav, but their final management depends on the app store.

4 Subscription-based services

Some TwoNav services are offered under a periodic subscription model, usually annual. This section adapts and simplifies what is set out in the “Subscription-based services” section of the General Terms and Conditions for purchases made through the native purchasing systems of these app stores.

5 Automatic renewal

Subscriptions renew automatically at the end of each period.

- The charge is made through the app store using the payment method associated with the user's account.
- Promotional prices, if any, apply only to the first period unless otherwise stated.
- The user will be informed by the app store of any price changes before renewal.

6 Subscription management

Subscription management is carried out exclusively through the user's app store account:

- Cancel automatic renewal
- Change plan
- Update payment method
- View charges and receipts

TwoNav cannot perform these actions on behalf of the user.

7 Cancellation

Cancellation must be completed before the renewal date to avoid being charged for the next period.

- Once cancelled, the user retains access to the service until the end of the already paid period.
- No partial refunds are issued for unused periods.

8 Right of withdrawal and refunds

The right of withdrawal and refund requests are governed by the policies of each app store. In general:

- Apple and Google may limit withdrawal once the use of the digital service has started.
- Refund requests must be made directly through the app store.
- TwoNav cannot issue refunds for purchases made in app stores.

9 Prices and taxes

The prices displayed within the app include applicable taxes according to the regulations of the app store and the user's country. App stores may adjust prices due to tax changes, currency fluctuations or local regulations.

10 Support and liability

TwoNav provides technical support related to the use of the application and the contracted services. For issues related to payments, billing or refunds, the user must contact the corresponding app store.

11 Applicable law

These Terms are governed by Spanish law applicable to digital services, without prejudice to mandatory consumer protection regulations in the user's country.