

In case of contradiction, the [Spanish version](#) has prevalence

1.1 INFORMATION PRIOR TO THE CONTRACTUAL PROCESS

This web page <http://www.twonav.com> is owned by COMPEGPS TEAM SL with NIF B63123962 and fiscal address at C/ DRAPER N° 13 08350, ARENYS DE MAR (BARCELONA).

The General Contracting Conditions regulate the distance selling relationship between COMPEGPS TEAM SL and the user or client, in accordance with the legal stipulations, especially Law 7/1998, of April 13, on General Conditions of Hiring, Law 3/2014, of March 27, which modifies the revised text of the General Law for the Defense of Consumers and Users, Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights, General Data Protection Regulation (EU) 2016/679, Law 7/1996, of January 15, on Retail Trade Regulation, and Law 34/2002 of July 11, on Information Services. Information Society and Electronic Commerce.

COMPEGPS TEAM SL reserves the right to make the modifications it deems appropriate, without prior notice, in the General Conditions. Said modifications may be made, through their websites, by any means admissible by law and will be mandatory during the time they are published on the web and until they are validly modified by subsequent ones. However, COMPEGPS TEAM SL reserves the right to apply, in certain cases, Particular Conditions of Contract in preference to these General Conditions when it deems appropriate, announcing them in a timely manner.

The purpose of the website is to advertise and offer computer products, likewise, you can subscribe to the newsletter to receive offers of the aforementioned products or general information from the computer sector, which may be of interest to you.

The duration of the contract will be linked to the delivery of the product without prejudice to the right of withdrawal.

As a user or client, you expressly declare that you know, understand and accept the conditions of use and these general contracting conditions. In the same way, you declare to be of legal age and have the legal capacity

and to act necessary for access to the COMPEGPS TEAM SL websites and contracting through them.

The European Commission provides an online dispute resolution platform that is available at the following link: <http://ec.europa.eu/consumers/odr/>

To purchase our products, you can go to the corresponding section of our online store.

You can register as a user of the web to make the purchase online in the corresponding section on the web itself. In accordance with the applicable and current regulations on data protection, COMPEGPS TEAM SL informs users that the personal data collected during the registration process and subsequent purchase will be incorporated into the treatment system owned by COMPEGPS TEAM SL, with the purpose of processing said actions by the user and managing subsequent actions derived from them.

Your data will be kept for the period strictly necessary to fulfill the purposes previously established, except legal obligation of conservation.

We inform you that the legal basis for the processing of your data is the correct execution of the contract between the parties and the consent.

In accordance with the rights conferred by the current regulations on data protection, you may exercise the rights of access, rectification, limitation of treatment, deletion, portability and opposition to the processing of your personal data as well as the consent given to the treatment of the same, directing your request to the address mentioned above or to the email support@twonav.com. You can contact the competent Control Authority to present the claim you deem appropriate.

During the purchase process you must identify yourself with the username and password provided. These data will not be public. You are responsible for treating confidentially and responsibly the identity and password obtained in the registration as a client, and cannot transfer them to another. You can modify the registered information at any time, in your client area. In this same section you will have access to a history of your orders, this is only a consultation section but its management is allowed, and the user can delete it here.

Once the purchase process is complete, the customer will receive a confirmation by email. It is essential that during the purchase process the user indicates a valid email. If you do not receive confirmation within 24 hours of completing the order, contact COMPEGPS TEAM SL by email at support@twonav.com.

All the contents of the web are in Spanish, French, English, German, Italian, Catalan and Russian.

The customer, upon receiving the product at the delivery address provided, will receive an invoice or copy of the order.

1.2 OFFER AND VALIDITY

In the case of a product on sale, the offer price and its validity will always be indicated along with its essential characteristics.

In compliance with current regulations, COMPEGPS TEAM SL offers information on all the items for sale, their characteristics and prices. However, COMPEGPS TEAM SL reserves the right to withdraw, replace or change the products offered through its website, by simply changing its content. In this way, the products offered at any time by the web will be governed by the General Contract Conditions in force in each case. Likewise, the company will have the power to stop offering, without prior notice and at any time, access to the aforementioned products.

1.3 ESSENTIAL CHARACTERISTICS OF THE PRODUCTS

The products offered in our online store include a photograph and the essential features of each item; this information is obtained from the manufacturer.

1.4 GUARANTEES

All the products offered on the website enjoy the commercial guarantee of their supplier. COMPEGPS TEAM SL has an after-sales service, while the guarantee is in force, the client may execute it by contacting the COMPEGPS TEAM SL establishment, the after-sales service, by email at support@twonav.com or to the points established by the provider itself. In case of doubt, you can contact us by email support@twonav.com.

COMPEGPS TEAM S.L. is responsible for the lack of conformity of all the products offered on the website during the period of:

- European Union: the warranty period is 3 years (2 years if the purchase was made before 31/12/2021)
- United Kingdom: the warranty period is 2 years
- United States of America: the warranty period is 1 year
- Canada: the warranty period is 1 year

COMPEGPS TEAM S.L. has an after-sales service, during the indicated period, the client can go to the establishment of COMPEGPS TEAM S.L. to the after-sales service, by email to or to the points established by the supplier itself. In case of doubt, you can contact us by email.

Logistics cost of the warranty:

- European Union:
 - If the product is under warranty: COMPEGPS TEAM S.L. assumes the shipping costs to COMPEGPS TEAM S.L. and the return shipping costs to the customer
 - If the product is out of warranty: The customer assumes the shipping costs to COMPEGPS TEAM S.L. and the return shipping costs to the customer
- Non-European Union and Canary Islands:
 - If the product is under warranty: The customer assumes the shipping costs to COMPEGPS TEAM S.L. and the return shipping costs to the customer
 - If the product is out of warranty: The customer assumes the shipping costs to COMPEGPS TEAM S.L. and the return shipping costs to the customer

1.5 PRICES

All products indicate the sale price in Euros, US Dollar, Pound Sterling, New Shekel, Canadian Dollar, Australian Dollar, Swiss Franc and Russian

Ruble, and include Value Added Tax (VAT) if purchases are made made within the EU, and are not included if the purchase is made outside of the EU.

If any other tax were applicable, it would be indicated as such (IGIC or IPSI).

1.6 DELIVERY AND TRANSPORT COSTS

COMPEGPS TEAM S.L. It ships its products all over the world. Possible customs / tariff expenses will always be borne by the client.

Shipping costs will be displayed when the delivery address has been entered and the weight of the purchased products has been calculated. Before proceeding with the payment, the total amount of the purchase will be displayed.

In case of delay, doubts or details about your shipment, contact for more information: support@twonav.com.

In the event that the customer wishes to use their personal carrier, they will inform us and the order will be delivered.

During the purchase process, the customer specifies the shipping method he wishes to use and the price varies depending on the weight, delivery time and carrier. In case of delay, doubts or details about your shipment, contact for more information: support@twonav.com.

*In the event that the client wishes to use their personal carrier, they will inform us and the order will be delivered.

Also, on orders over €60 shipping will be free within the EU.

1.7 GENERALIZED SUBSCRIPTION SERVICES

Some of the products or services offered are offered under a renewable annual subscription model. When contracting the service, the collection process collects the first annuity and the STRIPE tool associated with the web collection process saves the bank card data for the collection of the second and successive annuities.

In the case of offers in the subscription models, these only apply to the first annuity, with the payment of the second and subsequent annuities being the one reflected on the website corresponding to the product or service at the time of the annual renewal. Offers are not cumulative with each other.

The client will be entitled to use the subscription until the end of the annuity, regardless of the date that the non-renewal of said subscription was requested.

If the customer has an active subscription and wishes to upgrade or downgrade, please go to support@twonav.com. The payment platform will propose paying the proportional amount for the first annual period, prorating the amount paid and enjoyed.

In case of wishing to cancel the subscription, the customer must carry out the cancellation process in advance of the annual renewal in their personal MYTWONAV space, by clicking the Cancel Subscription button.

1.8 PAYMENT METHODS

The customer may pay the amount of his order by choosing any of the following ways. During the purchase process you must indicate your choice:

- VISA or MASTERCARD credit card

All operations that involve the transmission of personal or banking data are carried out using a secure environment, a server based on standard security technology SSL (Secure Sockets Layer). All the information that you transmit to us travels encrypted through the network.

Likewise, your credit card details are entered directly on the bank's page, at the Bank's POS (Point of Sale Terminal) and are not entered or registered on any COMPEGPS TEAM SL server.

When paying with a VISA or MASTERCARD card, the following information will always be requested: the card number, the expiration date, and a Validation Code that matches the last three digits of the number printed in italics on the back of your card. VISA or

MASTERCARD card, thus offering more guarantees regarding the security of the transaction.

This form of payment is valid only on the web.

When the amount of a purchase has been charged fraudulently or improperly using a payment card number, its holder may demand the immediate cancellation of the charge. In such a case, the corresponding debit and repayment entries in the accounts of the supplier and the holder will be made as soon as possible.

However, if the purchase had actually been made by the cardholder and the return requirement was not a consequence of having exercised the right of withdrawal or resolution and, therefore, would have unduly required the cancellation of the corresponding charge, the former will be obliged to compensate COMPEGPS TEAM SL for damages caused as a result of said cancellation.

- PayPal

Allows you to send payments on the Internet safely and comfortably. PayPal's network builds on the existing financial infrastructure of bank accounts and credit cards to create a global real-time payment solution. PayPal offers a service specially designed for those who are not satisfied with traditional payment mechanisms.

More information at: <http://www.paypal.com>

1.9 FUNDING

They can be financed with Sequra from €60. More information at: <https://www.sequra.es/legal>

1.10 EXECUTION OF THE ORDER

COMPEGPS TEAM SL undertakes to deliver the order, from the day following the order:

MRW:

- Spain (Peninsula): approximately 1-2 business days

- Spain (Balears/Canarias/Ceuta/Melilla): approximately 2-3 working days

UPS:

- European Union: approximately 2-3 working days

DHL:

- Non-European Union: approximately 2-3 business days.

The availability of the products offered by COMPEGPS TEAM SL may vary depending on customer demand. Despite the fact that COMPEGPS TEAM SL updates the stock periodically, the product requested by the client could be out of stock at that moment. In the event of non-execution due to unavailability, COMPEGPS TEAM SL will notify the client by email as soon as it becomes aware of this situation. The period of this communication will not exceed in any case the maximum period of 30 days. COMPEGPS TEAM SL may give the double option of: supplying the client, without a price increase, a product with similar characteristics or of superior quality, or except for justified and demonstrable reasons by COMPEGPS TEAM SL within this same period, paying the amounts paid for the order. canceled.

1.11 RIGHT OF WITHDRAWAL

The customer will have a period of fourteen calendar days to withdraw, starting from the day the contract is concluded, without any penalty and without indicating the reasons.

Likewise, the right of withdrawal will not apply to licenses whose activation code has been used due to the impossibility of returning it.

The customer must return the products subject to withdrawal without undue delay and in any case no later than 14 calendar days from the date on which their decision to withdraw is communicated.

The user is informed that they will only be responsible for the decrease in the value of the goods resulting from handling them other than necessary to establish their nature, characteristics, or operation.

The exercise of the right of withdrawal must be made by notification through the email support@twonav.com or by sending their written notice to our postal address C/ Draper N.º 13, 08350, ARENYS DE MAR (BARCELONA), or by using the following [withdrawal form](#), although its use is not mandatory.

In case of electronic submission, the receipt of the withdrawal notification will be promptly communicated on a durable medium (for example, email).

The refund corresponding to the withdrawal will be made within 14 calendar days from the date on which the decision to withdraw from the contract has been communicated effectively and unequivocally, provided that the goods or products subject to withdrawal have been received beforehand. Otherwise, the reimbursement may be retained until the receipt of said goods or until the Customer proves the return of the goods.

1.12 THE RETURN

The client must return or deliver the product directly to COMPEGPS TEAM SL, at the address C/ DRAPER N° 13 08350, ARENYS DE MAR (BARCELONA), without any undue delay, and in any case within a maximum period of 14 days. natural from the date on which the right to withdraw from the contract is formalized. The term will be understood to have been met if the customer returns the product before the end of the term.

The customer will bear the return costs of the product, including the costs associated with customs management at origin and destination (purchases from outside the European Union and the Canary Islands).

1.13 PAYMENT REFUND

The reimbursement of the amounts received by the client will be made using the same means of payment used by the client, as long as the contrary has not been provided. COMPEGPS TEAM SL may withhold the refund until the product has been received, reason for withdrawal, or until the client provides proof of return, depending on which condition is met first.

1.14 DEFECTIVE PRODUCT RETURN

In the event that the product is not in good condition and the causes attributable to it are not a consequence of the customer, within 14 days after the purchase of the product, the customer will have the right to return the product, informing COMPEGPS TEAM SL of the reason for return through any of the means provided in these contract conditions, and at no cost to the customer. This return due to defect or poor condition of the product will not be considered a right of withdrawal.

COMPEGPS TEAM SL undertakes to assume the cost of the return and to return the product for a new one in accordance with the conditions accepted at the time of sale.

If the client wishes to file a claim, the COMPEGPS TEAM SL establishment is located at C/DRAPER N° 13 08350, ARENYS DE MAR (BARCELONA) or via email support@twonav.com.

1.15 JURISDICTION

Likewise, COMPEGPS TEAM SL reserves the right to file civil or criminal actions that it deems appropriate for the improper use of its website and content or for breach of these conditions.

The relationship between the user and the provider will be governed by current regulations and applicable in Spanish territory. If any controversy arises, the parties may submit their conflicts to arbitration or go to the ordinary jurisdiction, complying with the rules on jurisdiction and competence in this regard. COMPEGPS TEAM SL is domiciled in BARCELONA, Spain.