

# TERMS OF SERVICE

## GENERAL CONDITIONS OF SERVICE

These General Conditions of Service apply to the purchase of the products/services that **INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** markets through the website hosted at the URL **MISIA.WORLD** to any user.

The identification and contact data of **INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** are the following:

Registered office: **CARRETERA VIEJA DE BUNIOLA - KM 6.2, - MARRATXI**

**(MALLORCA) (07141)**

C.I.F nº: **B01717099**

E-mail: **info@misia.world**

Telephone: (+34) **629465011**

The products and/or services purchase offered through the Website entails **the acceptance of the terms and conditions set forth in these General Conditions of Service, therefore, before accepting them, read their content carefully.** If you do not accept these General Conditions, the purchase of the products/services will not be carried out and, consequently, will not entail the assumption of any type of obligation or responsibility by **INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.**

When placing a purchase order through the Website, the Customer declares that they are over 16 years of age and have the legal capacity to contract the products on the Website.

To place a purchase order, the Customer must follow each of the steps of the purchase procedure provided on the Website.

**INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** reserves the right to modify the content and/or scope of the General Conditions of Service at any time, without communicate it or notify it in advance, so read its content carefully since it is the responsibility of the Client to review the General Conditions of Service before to purchase any product on the Website.

## CUSTOMER REGISTRATION

To start the process of purchasing the products on the Website, the Customer must register in the "Register" section of the Website. In subsequent purchase processes, in the event that the Client has registered, it will only be necessary to provide their email address and password in the "Login" section. You can review our privacy policy in your data treatment at the following [link](#)

## **PRICE AND PAYMENT METHOD**

The price of the products will be the one that appears in the currency indicated next to each product on the Website.

The sale prices indicated on our website are shown as follows:

- If the Client resides in the European Union, the prices include the applicable taxes at any time (VAT) and product/service.
- If the Client resides outside the European Union, the prices do not include VAT. However, the Customer will be responsible for any local taxes and/or any import and/or local customs fees when the shipment reaches its destination, if applicable.

**INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** reserves the right to make, at any time and without prior notice, the modifications it deems appropriate, being able to frequently update the products or prices. The price applicable to the purchase request made by the Client will be the one that appears at the time of accepting the General Conditions of Service.

The Client may pay for the products through any of the payment methods indicated below:

- **Card payment** The Client must include their debit/credit card number (Visa, Visa Electron and Mastercard), as well as the rest of the additional information that is required in the purchase procedure. The charge will be made once it is accepted by the Client's bank since, otherwise, the purchase cannot be carried out.
- **Payment by PAYPAL:** It will be necessary for the Client to have a PayPal account to use this payment method.

Once the purchase process is finished, an electronic confirmation will be generated, attaching a copy of the General Conditions of Service, which the Client can print, keeping it filed in the "**My Account**" section.

**INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** does not have access to or store sensitive data related to the payment methods used by the Client. Only the corresponding payment processing entity has access to this data by way of managing payments and collections.

**INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** has implemented a program to detect possible fraudulent operations and reserves the right to request additional information, confirmations and/or documents from the Customer, even after having

made one or more purchases through the Website, by phone call or email, with the purpose of confirming that the Client has actually made and authorized said purchase and/or that the delivery or return of the same has been carried out correctly and in this way definitively authorizes the respective transaction.

**INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** may formulate various verifications on the identity of the Client by telephone, or request: (a) a written confirmation and authorization signed by the Customer responsible for the respective purchase; and (b) copy of the valid official identification and with photograph of the Client to confirm his identity. **INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** undertakes to store said information and documents with high security measures, in accordance with current regulations.

In the case that the Client does not respond favorably or does not deliver to **INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** the documentation and information requested within a period of 48 hours from the call or email sent by **INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.**, the transaction detailed in said communication and the respective order may be cancelled, without the need for further notice nor responsibility of **INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** proceeding to reimburse the Customer the amount paid for said purchase.

Said verification procedure is carried out for the Client's security and, therefore, by accepting these General Conditions of Service, the Client agrees to submit to the aforementioned detection procedure for possible fraudulent operations and authorizes **INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.** so that, once the Client provides the information and additional documents referred to, they can be used for future purchases by the same Client.

## **RIGHT OF WITHDRAWAL**

You have the right to withdraw from this contract within a period of 14 calendar days without the need for justification.

To exercise the right of withdrawal, you must notify us of your name, your full address and, if available, your telephone number and your email address, your decision to withdraw from the contract through an unequivocal statement by email. You can use the model [withdrawal form](#).

In the event of withdrawal by you, we will refund all payments received from you, including delivery costs (with the exception of additional costs resulting from your choice of a delivery method other than the least expensive delivery method that we offer) without undue delay and, in any case, no later than 14 calendar days from the date on which we are informed of your decision to withdraw from this contract. We will proceed to make said reimbursement using the same payment methods used by you for the initial transaction, unless you have expressly provided otherwise; in any case, you will not incur any costs as a result of the refund, We may withhold the refund until we have received the goods, or until you have provided proof of return of the goods, depending on which condition is met first.

Without undue delay and, in any case, no later than 14 calendar days from the date on which you notify us your decision to withdraw from the contract, you must deliver or send the merchandise to the address indicated below. The deadline will be considered met if you return the goods before the deadline has expired. You must bear the direct cost of returning the goods and you will only be responsible for the decrease in value of the goods resulting from handling other than that necessary to establish the characteristics of the goods.

## **COMPLAINTS AND CLAIMS**

The Client must contact INTERNATIONAL INSTRUCTORS ORGANIZATION S.L., through the means indicated at the beginning of the General Conditions of Service, to express their complaints and claims, committing INTERNATIONAL INSTRUCTORS ORGANIZATION S.L. to attend to them as soon as possible and, in any case, within a month from the date they are presented.

## **LANGUAGE**

The General Conditions of Service are written in Spanish.

## **PRIVACY POLICY**

You can review our privacy policy at the following [link](#).

## **INFORMATION ABOUT ONLINE DISPUTE RESOLUTION**

In accordance with article 14.1 of Regulation 524/2013 on online dispute resolution in consumer matters, we inform you of the existence of an online dispute

resolution platform provided by the European Commission, as well as the possibility of presenting your claim through it by accessing the following link:<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooselanguage>

## **APPLICABLE LAW AND JURISDICTION**

The General Conditions of Service will be governed and interpreted in accordance with Spanish law.

In the event that any conflict or discrepancy arises in the interpretation and/or application of the General Conditions, the competent Courts will be those established by the applicable regulations regarding the competent jurisdiction of consumers and users. The parties expressly submit, for any questions or differences that may arise due to the interpretation, compliance and execution of this contract, to the jurisdiction and competence of the Courts and Tribunals corresponding to the buyer's domicile or those of the place of fulfillment of the contractual obligation.

Last update of this information May 31, 2022

## **MISIA**

INTERNATIONAL INSTRUCTORS ORGANIZATION S.L.