

HOW TO BUY

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1.- GENERAL INFORMATION

According to Law 34/2002 (art. 10), we inform you that ZSA ZSA ZSÚ S.L.L. (VAT n. B99246522, domiciled at Ponzano nº6 50004 Zaragoza) owns this website. If you have any doubt or question, please contact us at zsazsazsu@zsazsazsu.es

Herein you will find ZSA ZSA ZSÚ S.L.L.'s general online sale conditions, which apply to every sale as long as these conditions are published at www.zsazsazsu.es.

ZSA ZSA ZSÚ S.L.L. reserves the right to modify offers, prices and even these conditions. However, these modifications will not apply to sales already effective.

Customers can use our online sale system to buy at www.zsazsazsu.es, 24 hours a day, 365 days a year. **Customers can also buy at ZSA ZSA ZSÚ S.L.L. from Monday to Saturday from 10 a.m. to 20.30 p.m. dialing the following telephone number: (00) 34 976 91 11 91.**

2.- OUR PRODUCTS

Our product descriptions are based on the information given by our suppliers. We wish to offer a reliable and detailed information about the products in our website. While we do our best to ensure that the information, images descriptions and prices are correct, there may be errors from time to time for which we cannot be held responsible.

Any additional information (size, measures, photographs, etc.) can be requested before buying at zsazsazsu@zsazsazsu.es

In our website all our prices are displayed in Euros €, inclusive of VAT, but excluding shipping charges that must be accepted by customer.

Our products are identified individually or grouped, as follows:

- **“Estreno” (New Collection):** Items in season.
- **“Reestreno” (Second Hand Collection):** Consigned items.
- **“Vintage”:** Second hand items dated before 1990. These items can be both consigned or purchased by ZSA ZSA ZSÚ S.L.L. to be sold.
- **“Outlet”:** Stock from past seasons at reduced prices.

Size information in our Colección de Estreno/New Collection (and outlet) is given by our suppliers. In our Colección de Reestreno/Second Hand Collection and vintage items, ZSA ZSA ZSÚ S.L.L. offers manufacturer's size if such information is available. If not, the criterion will be the following:

ZSA ZSA ZSÚ REFERENCE FOR NON-LABELED ITEMS

Talla	XXS	XS	S	M	L	XL	XXL
Altura	162 cm	164 cm	166 cm	168 cm	170 cm	172 cm	174 cm
Pecho	77 cm	81 cm	85 cm	89 cm	94 cm	99 cm	104 cm
Cintura	58 cm	62 cm	66 cm	70 cm	75 cm	80 cm	85 cm
Cadera	84 cm	88 cm	92 cm	96 cm	101 cm	106 cm	111 cm

3.- PAYMENT TERMS

- **Credit card:** If you wish to pay by credit card, we offer you an online-safe service with CES System. Depending on your bank, some information will be requested (such as pin code, password or mobile confirmation) to finish the payment. Your personal data will not be known by ZSA ZSA ZSÚ S.L.L. and the payment is totally safe.

- **Bank transfer** to ZSA ZSA ZSÚ S.L.L. Transfer costs will be paid by the transferor. You should indicate the order number and customer's full name in the comment field. The delivery will be made when we have received payment from you. The delivery will be cancelled if the transfer is not received within 48 hours.

4.- DELIVERY CHARGES

SPAIN:

Delivery charges will be **6,60 €** for any order, whatever its weight, to peninsula, Baleares, Canarias, Ceuta and Melilla.

For orders over 120 €, shipping costs will be free.

EU:

Delivery charges will be **25 €** for any order, whatever its weight.

USA:

Delivery charges will be **50 €** for any order, whatever its weight.

OTHER COUNTRIES:

Consult.

In deliveries to Canarias, Ceuta, Melilla or UE, customer will pay added tax such as IGIC or DUA.

5.- DELIVERY

Once the payment is effective (credit card or bank transfer) the order will be sent and you will receive an additional e-mail with the tracking number to track your specific order.

Delivery time:

SPAIN (PENINSULA): 3 - 5 days.

CANARIAS, BALEARES, CEUTA Y MELILLA: 5- 10 days.

EU and EEUU : 48 hours.

Transport company will be chosen by ZSA ZSA ZSÚ S.L.L.

6.- DELIVERY AS GIFT

Customer can order to deliver the purchase as gift by pointing it out in "OBSERVACIONES" (comments) and writing consignee's full name and address. The delivery will be sent as gift without purchase ticket. If the delivery has to be refunded, it will be considered as customer's wish refund (see "Cancellations and Refunds"), but the amount will be refunded as a purchase voucher without expiration date (delivery charges excluded) that may be used both online or at Zsa Zsa Zsú shop. This service does not include any additional costs.

7.- CANCELLATIONS AND REFUNDS

The order **can be cancelled** without any cost if the cancellation is made before the order is delivered. Otherwise, the customer will wait to receive the order and proceed as refund.

Refunds are accepted within **7 days** from delivery's reception. Refunds must be requested at zsazsazsu@zsazsazsu.es, giving order number, customer's personal information, purchase date and reason for such refund. Zsa Zsa Zsú will contact the customer as soon as possible to proceed with the refund. We do not accept refunds without our pre-authorization.

If refund is due to a defective or wrong item, ZSA ZSA ZSÚ S.L.L. will pay refund costs.

ZSA ZSA ZSÚ S.L.L. will refund items because of customer's wish, but not their delivery charges, that will be paid by the customer. Refunds because of wrong size will be considered as customer's wish, because before any purchase we can inform about size and measures.

Refunds will be made by bank transfer within 10 days of reception, and checking the items are in perfect condition (we do not accept items without labels or used).

We cannot be responsible for custom requisitions.

If your delivery has been damaged by transport, please report it immediately to the transport agency or contact us at zsazsazsu@zsazsazsu.es.

8.- JURISDICTION

These conditions and any disputes arising from your use of this website or any information contained in it are governed by Spanish Law and the courts of Zaragoza shall have exclusive jurisdiction.

9.- DATA PROTECTION

According to Spanish Data Protection law, we inform you that your personal data will be automatically stored by ZSA ZSA ZSÚ S.L.L. (c/ Ponzano 6. – 50004 Zaragoza) in order to give you a good service. You authorize ZSA ZSA ZSÚ S.L.L. to inform you by mail or e-mail about future offers or promotions. However,

you can exercise your right of access, rectification, cancellation or opposition about your personal data, by contacting ZSA ZSA ZSÚ,S.L.L. by mail or e-mail.

10.- WEBSITE CONDITIONS

This website is owned and operated by ZSA ZSA ZSÚ, S.L.L. By using our website, you agree to all the terms and conditions which its use is subject. Any use of this website and its contents must be personal. ZSA ZSA ZSÚ S.L.L. has exclusively the rights of copy, reproduction, distribution, transformation, public communication or any other similar action, of all or part of its contents. No user can execute any of these actions without ZSA ZSA ZSÚ S.L.L.'s previous and written authorization.

No brand, commercial name, logotype or any other identity sign under intellectual and commercial property rights can be used without ZSA ZSA ZSÚ S.L.L.'s previous and written authorization. ZSA ZSA ZSÚ S.L.L. can modify at anytime its website's structure and design, or even modify or eliminate services, contents and conditions.