

## **Product Purchase Conditions**

The website [www.Coutoplasticsurgery.com](http://www.Coutoplasticsurgery.com) (hereinafter, the “Platform”) is the sole and exclusive property of R.A.C.C. LLC (hereinafter, “Couto P.S.”). Whoever registers and/or purchases Couto P.S. products on the Platform (hereinafter, the “User”), expressly and without reservation accepts these Product Purchase Conditions, the General Terms and Conditions and the Privacy Policy published on the Platform (hereinafter and jointly, the “Agreement”). These documents complement each other and fully constitute the contractual relationship between Couto P.S. and the User (considered jointly as the “Parties” and individually as the “Party”). Its observance and compliance is required by the Parties. All Users must be over eighteen (18) years of age. The Contract Conditions will apply to all transactions of Couto P.S. products (considered jointly as “Products” and individually as “Product”), through the Platform. Such transactions will be considered valid and binding after the User successfully completes the Purchase Procedure as described below.

### **I. Purchase Procedure**

The Purchase Procedure will be carried out entirely online, so it will be enough to have Internet access to make any purchase.

#### **A. User Registration on the Platform**

The User can create a username and password (hereinafter, the “Account”) to make purchases of Products and enjoy other functionalities of the Platform. Opening the Account will have no cost. The Account will be personal and non-transferable. The User must abide by the terms of creation, updating and deletion of the Account that appear on the Platform, profile section. To purchase Products, the User must complete the purchase form in the “cart” section and follow the instructions. All data included by the User in the Platform must be real, exact, true and complete. The User must provide all the data required and classified as mandatory, otherwise Couto P.S. will not be able to process their purchase.

#### **B. Product Information and Availability**

The User will have access to all information related to the Products and their availability on the Platform. Such information will be updated and can be found under the “Product Category” section.

Information includes, but is not limited to:

- 1) Brand
- 2) Type
- 3) Model
- 4) Image
- 5) Description
- 6) Price
- 7) Discount or promotion (if applicable)
- 8) Availability
- 9) Delivery method

Couto P.S. reserves the right to modify the information on the Products at any time and without giving prior notice to the User. The modifications will not affect orders or purchases that have already been made or that have been confirmed by Couto P.S.. The price of the products will include the corresponding taxes.

### **C. Product Selection and Purchase Validation**

After viewing the information and availability of the Products, the User may proceed to select them in the same “Product Categories” section and details of the products in each of them, of the Platform. Once the Product or Products of interest have been selected, the User must select the “Checkout” button. The Platform will immediately guide the User to the Billing, Shipping and Payment Method Selection Data form.

### **D. Billing Data, Shipping Address and Payment Method Selection**

In this form, the User will include personal, billing and delivery address information for the Products selected for purchase. In addition, he will choose one of the available payment and delivery methods and complete the corresponding payment information until confirming the purchase.

Available payment methods:

- 1) ATHMóvil
- 2) Credit or debit card.

Payment methods may include verifications and authorizations by issuing entities. If such entities do not authorize any payment, the User will not be able to complete the Purchase Procedure, and the request or order will automatically be cancelled. The above, without any responsibility for Couto P.S.. Data related to the credit or debit cards used will not be recorded or saved by Couto P.S.. All electronic payments using credit or debit cards are made in real time, through a secure payment system, provided by an external financial entity outside of Couto P.S., so there will be no intervention by Couto P.S. at the time of the transaction.

Once the payment has been made, Couto P.S. will send the User an email with invoice in digital format with the details of the purchase. This invoice will contain the following information indicated by the User in the corresponding section:

- 1) Consumer contact information, billing and shipping addresses
- 3) Order number
- 4) Identification of the Products traded
- 5) Price charged
- 6) Any other aspect that Couto P.S. considers appropriate

### **E. Delivery of the purchase made**

Unless otherwise agreed between the Parties, the Products purchased by the User will be sent to the physical address indicated by the User in “payments and shipping.” The User may obtain detailed information about the delivery of the purchase made in “your orders.”

### **Cost of Delivery**

All purchases with delivery will have a shipping cost of \$5.00 USD. The shipping cost will be communicated to the User automatically when completing the billing information, before formalizing the transaction, and will come as an additional cost to the price of the Product.

### **Delivery Term**

The purchased Products will be sent to the User within 5 business days. In case of unforeseen events such as, but not limited to, lack of Products and holidays, the User will be duly notified, so that he can withdraw or modify the shipment. The User will be able to track their delivery through the provided parcel number provided once the Product has shipped.

### **II. After-Sale Service**

All Products are original, new and without defects. In the event that the User receives defective or defective Products, they must notify Couto P.S. within 30 days and must present the original purchase invoice. Couto P.S. will indicate to the User the required information and the procedure to follow to return, replace, repair the Product or obtain a refund or price reduction. Such procedures will be free of charge for the User. Each case will be treated by Couto P.S. individually. Couto P.S. will have a maximum period of ten (10) business days to respond to the User's claim and a maximum period of thirty (30) business days from receipt of the Product to repair and/or return it.

### **III. Returns**

All our products and items are denoted as final sale. All products and/or items cannot be returned for exchange, credit or refunds.

### **IV. Denial**

Couto P.S. reserves the right to accept or reject any purchase, when:

- i) confirms that the data provided by the User is false or inaccurate;
- ii) confirms that the purchase request does not comply with the Contract or has been made with fraudulent intentions;
- iii) confirms threats that may negatively impacts Couto P.S., its corporate image or commercial purpose;
- iv) confirms the existence of pending payments from the User for any Product or service contracted previously.

### **VI. User Assistance**

For any assistance with orders the User may contact Couto P.S. directly at 787-422-0004 or via email at [info@coutoplasticsurgery.com](mailto:info@coutoplasticsurgery.com) from Monday to Friday 8:00am to 5:00pm.

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