

# CROWNHILL SHOES

.COM

SHOES MADE IN SPAIN

Condiciones generales de venta aceptadas por CARLOS LOPEZ con fecha 27/07/2020 16:15:36

These Terms of Use, Conditions of Sales and Privacy Policy regulate the use of the website [www.crownhillshoes.com](http://www.crownhillshoes.com), which Crownhill Shoes S.L. with CIF B86843844 and address in Calle Velázquez 126, 28006 Madrid, owns.

Through its site [www.crownhillshoes.com](http://www.crownhillshoes.com), Crownhill Shoes S.L. provides information about its products and offers the possibility of acquisition. Due to the content and purpose of the website, people who want to benefit from the services should have the status of "Customer", which accepts the terms and conditions in the process of the purchase. Customer status implies adherence to the Conditions of Use published at the time they access the website.

In any case, there are pages of the website accessible to individuals or legal entities that do not yet register or initiate a purchase of a product (hereinafter, "Users"). In this way, users who access these parts of the website agree to be bound by the terms and conditions contained in these terms, to the extent it may be applicable to them.

The contract is concluded between the client and Crownhill Shoes S.L. once the order is confirmed, upon acceptance by the customer of the terms and conditions described below. At this point Crownhill Shoes orders by Paypal or bank charges will be charged on the credit card or debit the amount of the order plus shipping charges if they apply.

We will put all the care in ensuring that the description and color match the product. However, the color reproduction is all the photographs allow accurate and may occasionally have small differences in it.

We will always keep informed of the shipping delays that may occur either for reasons attributable to us or not.

The availability and the prices of our products are subject to change without notice. The website is only available for personal use, which will be reduced to the visit of the website and the information given for the purchase. Crownhill Shoes S.L. is not responsible for the misuse of the data and the interference of third parts outside the website. Any use of the data by third parts against the law or government regulation is out of control by Crownhill Shoes and therefore not be our responsibility.

The above terms are under the application of the laws of Spain and any dispute will be held in the Spanish courts.

All the listed prices of the products through the website include VAT or taxes. These prices do not include the cost of sending products, which are listed separately and before confirming the purchase.

## WARRANTY

We are proud of the quality and craftsmanship of our products. If any product does not meet your expectations, please contact us and we will see what the problem is and what we can do.

## YOUR RIGHTS

You can request the update or delete your personal information by email through [customerservice@crownhillshoes.com](mailto:customerservice@crownhillshoes.com). Note that some data are needed to process your orders or for the customer service after purchase. The data protection rights are detailed on our website.

## PRIVACY POLICY

Customers and users agree to browse the website and use the content in good faith.

In compliance with the provisions of the Ley Orgánica 3/2018, de 5 de diciembre of Protection of Personal Data, we inform you that by filling in any form on [www.crownhillshoes.com](http://www.crownhillshoes.com) or sending an email to any of our mailboxes implies acceptance of this Privacy Policy, as well as the authorization to Crownhill Shoes S.L. to process the personal data you provide, which will be incorporated in the file owned by Crownhill Shoes S.L., registered in the General Register of the Spanish Data Protection Agency.

Customer data will be used for emails of the sales you make in Crownhill Shoes S.L. and for delivery of purchases. By simply visiting the site, users do not provide any personal information or is obligated to provide.

Crownhill Shoes S.L. commits to keep the strictest confidence over the information that is provided and use it only for the specified purposes.

Crownhill Shoes S.L. presumes that the data have been entered by their owner or person authorized by it, and they are correct and accurate.

It is up to the clients to update their own data. At any time, the customer has the right of access, rectification, cancellation and opposition to all personal data contained in the various registration forms. To change or update your personal details, the customer must access [customerservice@crownhillshoes.com](mailto:customerservice@crownhillshoes.com), the 'My Account'.

To cancel your account, send an email from your email account [customerservice@crownhillshoes.com](mailto:customerservice@crownhillshoes.com) with the subject

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"Cancel Account".

Therefore, the customer is responsible for the veracity of the data and Crownhill Shoes S.L. will not be responsible for its inaccuracy of personal customer data. Under the current legislation on data protection, Crownhill Shoes S.L. has adopted the security levels appropriate to the data provided by customers and also has installed all means and measures available to avoid loss, misuse, alteration, unauthorized access and removal of these.

## PRICES

All prices listed of the products through the website include VAT and other taxes that may be applicable, for those purchases made within the EU.

## PAYMENT

The customer agrees to pay when placing the order. The initial price listed on the website for each of the products offered. In any case, these tariffs shall be reported to the customer before completing the purchase.

The ticket or proof of purchase corresponding to the purchase order will be sent to you via mail immediately after confirming your order.

The customer must pay the amount for your order by payment via credit card or debit card (Visa, MasterCard, Visa Electron and / or other similar cards), transfer or redemption.

The customer shall notify Crownhill Shoes S.L. any improper or fraudulent charge to the card used for purchases, by email or telephone; in the shortest time possible to Crownhill Shoes S.L. you can make the necessary arrangements.

## EXECUTION OF ORDERS

Once you have completed the order, with the acceptance of the "Terms and Conditions" and confirmation of the purchase process, Crownhill Shoes S.L. will send an email to the customer confirming the details of the purchase.

## CANCELLATION OF ORDERS

Crownhill Shoes S.L. will accept order cancellations upon request before sending it. For cancellations, you must request to [customerservice@crownhillshoes.com](mailto:customerservice@crownhillshoes.com)

## CHANGING THE SIZE

If received the shoe, the customer wants to apply for exchange for another one of a different size, please write us an email to [customerservice@crownhillshoes.com](mailto:customerservice@crownhillshoes.com)

Crownhill Shoes will bear the costs of transporting of the product of the correct size when the destination countries are Spain or Portugal, for the rest of the countries belonging to the European Community, the customer will bear the additional cost of the return of the wrong size to Crownhill shoes facilities and the new delivery back to the customer, If you have contracted the "SIZE EXCHANGE INSURANCE" the delivery back to our facilities and the new shipping will not have any additional cost. This promotion is only valid for one size exchange, the returns of goods remain excluded.

When the shipment is made to countries outside the European Community, the customer will bear the costs of return and shipping of the new size.

Summary of who assumes the shipping in case of change of size or change of model:

COUNTRY OF THE COSTUMER	RETURN TO CROWNHILL SHOES OF THE INCORRECT SIZE	SHIPMENT OF THE NEW SIZE
Spain - Portugal	Crownhill Shoes	Crownhill Shoes
Rest of the European Community	Customer	Customer
Size Exchange Insurance	Crownhill Shoes	Crownhill Shoes
Rest of the World	Customer	Customer

Please note that the product must be delivered in perfect conditions without any damage. If we receive a product with damage or deterioration that would prevent its sale, we will contact you.

## RETURN OF AN ORDER

\*Oficina central Crownhillshoes. Para dirección de devolución contactar en atención al cliente  
Condiciones generales de venta aceptadas por CARLOS LOPEZ con fecha 27/07/2020 16:15:36  
The shoes made for Crownhill S. L. have been made in Spain, in Industrial and Technological Park A07  
ship, 21600 Valverde del Camino, Huelva, SPAIN with skin from spanish tanneries and labelling  
according to the order of 5 March 1985 laying down the rules for the labeling of the shoe.

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Crownhill Shoes guarantees the return of your order within the same reception always 3 months after the order and in the original conditions in which it was delivered.

To proceed with the return of order, please contact us through [customerservice@crownhillshoes.com](mailto:customerservice@crownhillshoes.com) providing the following information:

1. Name
2. Order number
3. Specific reason of the returning

Upon receipt the email requesting the return of the order, we will contact you to inform how to proceed as well as the delivery address being the same.

The devolution will be made if:

1. The product is in the same condition it was sent and with the corresponding packaging and boxes
2. Add the bill of the order and the delivery receipt
3. The client will bear the delivery costs

The return of the product will concluded with the refund of the product price, except the shipping costs if its held by Crownhill Shoes S.L.

Crownhill Shoes will place the refund after receiving the shoes in the same state and condition as they were sent to the customer. Refund will be placed within 10 days to the same method of payment used either PayPal or Credit Card.

Crownhill Shoes will not accept any product returned on cash on delivery and also reserves the right to not accept the return which does not confirm to the above particular conditions.

## DEFECTIVE OR WRONG PRODUCT

The claim of a defective product or damaged because of the transport must always be made within the receipt of order 24 hours.

The return of the product must be unused and with original packaging.

In the event that the delivered product is defective or wrong, it will also reimburse the customer the dispatch costs and management fees are not charged.

Please note that our calfskin is 100% natural, so understand that if the leather has some sort of irregularity is due to this factor and is part of its own characteristics making it an absolutely unique product.

Upon receipt of the returned product Crownhill Shoes shall examine and determine the refund to you.

## INTELLECTUAL AND INDUSTRIAL PROPERTY

Crownhill Shoes S.L. owns all rights to the content, design and source code of this website and, in particular, by way of example but not limited to, the photographs, images, texts, logos, designs, trademarks, trade names and data included in the Web.

The customers and users are advised that these rights are protected by Spanish and international legislation on intellectual and industrial property.

Furthermore, without prejudice to the above, the content of this website has the consideration of computer program and therefore it is also applicable throughout the Spanish and European Community legislation in force on the subject.

Total or partial reproduction of this website or any of its contents without the express written permission of Crownhill Shoes S.L. is expressly prohibited.

The copying, reproduction, adaptation, modification, distribution, marketing, public communication and / or any other action that involves a violation of Spanish legislation and / or international intellectual property and or industrial also is strictly prohibited and the use of web content except with the prior express written permission of Crownhill Shoes S.L.

Crownhill Shoes S.L. reports that no license or authorization whatsoever on the rights of intellectual and or industrial or any other right or related, directly or indirectly owned, with the contents on the Web.

## ACCESS AND STAY ON THE WEBSITE

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The customers and users are fully responsible for their conduct, to access information from the web, while operating in the same, and after access.

As a result of the foregoing, Customers and Users are solely responsible to Crownhill Shoes S.L. and third party:

1. The consequences that may result from use or unlawful purposes or effects contrary herein, any web content, prepared or not by Crownhill Shoes S.L., published or not under his name officially.
2. As well as the consequences that may result from the use contrary to the contents of this document and adversely affecting the interests or rights of third parties, or which in any way could damage, disable or impair the website or its services or impede normal enjoyment other users.

Crownhill Shoes S.L. reserves the right to update the content when appropriate and to eliminate, limit or prevent access to them, temporarily or permanently, and deny access to the web customers and users to make misuse the content and / or breach any of the conditions listed herein.

Crownhill Shoes S.L. informs that doesn't guarantee:

1. That the access to the website or websites of links may be uninterrupted or error free.
2. That the content or software that the customers or users use to access to the website or the links of the websites doesn't have any error, informatics viruses or other elements in the content that may produce alterations in the system or in the electronic documents and files stored on your computer system or cause other damage.
3. Leveraging that information or content of this website or linked websites that customers and users might do for their own purposes.

The information contained on this website must be considered by Customers and Users informational and guidance, both in relation to its purpose and its effects, which is why:

Crownhill Shoes S.L. does not guarantee the accuracy of the information contained on this website and therefore assume no responsibility for any damages or inconvenience to the users that may arise any inaccuracies present in the Web.

## COOKIES POLICY

A cookie is a small text file that a Web site places on your PC, phone or any other device with information about your navigation on the site. Cookies are necessary to facilitate navigation and make it friendlier and do not harm your computer.

Although in this policy is used the general term cookie is because it is the main method of storage using this web site, also used the space of "Local Storage" browser for the same purposes as cookies. In this sense, all the information in this section applies equally to this "local storage".

Why are being the cookies used on this website?

Cookies are an essential part of how our website works. The main objective of our cookies is to enhance your experience in navigation. For example, in order to remember your preferences (language, country, etc.) for navigation and on the future visits.

The information contained in cookies also allow us to improve the site, using estimates of numbers and patterns of use, adapting the website to the individual interests of users, speeding up searches, etc.

Sometimes, if we have obtained your prior informed consent, we may use cookies, tags or other similar devices to obtain information that will allow us to show from our website, the third, or any other means, based on the analysis of your habits and navigation.

For which reason the cookies are NOT being used on this website?

We do not store sensitive personally identifiable information such as your address, your password, the data on your credit or debit card, etc., in the cookies we use.

Who uses the information stored in the cookies?

The information stored in cookies from our website is used exclusively by us, except for those identified below as "third-party cookie", which are used and managed by outside entities to provide requested by our services to improve our services and the user experience when browsing our website. The main services in which the "third party cookies" are used is to obtain access to the statistics and to ensure the payment transactions.

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How can I avoid the use of cookies on this website?

If you prefer to avoid the use of cookies on this page considering the above limitations must first be disabled in your browser using cookies and, secondly, delete saved cookies in your browser associated with this website. This ability to avoid the use of cookies can be performed by you at any time.

How to disable and eliminate the use of cookies?

To restrict, block or erase cookies from this website can, at any time by modifying your browser settings according to the guidelines listed below. While the parameterization of each browser is different, it is usual that the configuration of the cookies is performed in the menu "Preferences" or "Tools". For more information on the configuration of the cookies in your browser, see the "Help" menu of the same.

## RESPONSABILITY OF CROWNHILL SHOES

Crownhill Shoes S.L. assumes no responsibility whatsoever, including but not limited to:

1. The use that customers or users may make of the materials on this website or linked websites, whether prohibited or permitted, in violation of intellectual property rights and / or industrial contents of the Web or third parties.
2. Of the possible damages to customers or users caused by a normal or abnormal operation of the search tools, organization or location of the content and / or access to the Web and, in general, mistakes or problems arising in the development or implementation of the technical elements that the website or a program provided to the user.
3. The contents of those pages to which customers or users can access from links in the Web, whether authorized or not.
4. For the acts or omissions of third parties, regardless of whether these third parties may be attached to Crownhill Shoes S.L. by contractual means.
5. The access of minors to the content included in the Web, being the responsibility of parents or guardians to exercise proper control over the activity of children or minors in their care or install any of the tools to control the use of internet in order to avoid (i) access to materials or content unsuitable for minors, and (ii) sending personal data without the prior consent of their parents or guardians.
6. Communications or dialogue in the course of debates, forums, chats and virtual communities organized through or around the Web and / or linked websites, or liable, therefore, for any damage and prejudice they suffer Customers or individuals and / or groups as a result of those communications and / or dialogues Users.

Crownhill Shoes S.L. won't be responsible in any case when it occurs:

1. Errors or delays in access to the Website by the Customer when entering your data in the order form, slowness or inability to receipt by the recipients of the order confirmation or any anomalies that may arise when these incidents are due to problems on the Internet, fortuitous events or force majeure and other unforeseen contingencies external to the good faith of Crownhill Shoes S.L.
2. Failures or incidents that may occur in communications, defaced or incomplete transmissions so that there is no guarantee that the website services are constantly operational.
3. Errors or damage to the website for use of inefficient service and bad faith by the Customer.
4. Of non-operational or problems with the email address provided by the Client for sending order confirmation.
5. In any case, Crownhill Shoes S.L. it is committed to solving problems that may arise and provide all necessary support to Customer to reach a speedy and satisfactory resolution of the issue.
6. Also, Crownhill Shoes S.L. has the right to make during defined time intervals, promotional campaigns to encourage the registration of new members in their service. Shoes Crownhill S.L. reserves the right to modify the conditions of application of the promotions; you extend them communicating properly, or proceed to the exclusion of any participant of the promotion in the event of any abnormality, abuse or unethical behavior involving the same.

## NULITY

If any provision of these Terms of Use is declared invalid, the remaining provisions remain in full force, taking into account the will of the parties and the purpose of these Terms of Use.

Shoes Crownhill S.L. may not exercise any of the rights and powers conferred on this document which does not imply in any way renouncing them unless explicit recognition by Crownhill Shoes S.L. or statute of limitations applicable in each case.

## MODIFICATIONS OF THE TERMS OF USE

Crownhill Shoes S.L. reserves the right to modify at any time the presentation and configuration of the Website and these Terms. Therefore, Crownhill Shoes S.L. Customer recommended read them carefully each time you access the

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Web Site. Customers and Users will always have these Conditions of Use in a visible location, freely accessible to all queries want to perform. In any case, acceptance of the Terms of Use will be an essential prerequisite to the step acquisition of any product available through the Web Site.

## APPLICABLE LAW AND ARBITRATION

These Terms of Use are governed by applicable Spanish legislation. To resolve any controversy or dispute arising out of these Terms of Use, the parties submit to the jurisdiction of the courts of the city of Madrid, unless the law imposes another jurisdiction.