

TERMS AND CONDITIONS OF USE AND PURCHASE WWW.ZARA.COM/PA

1. INTRODUCTION

This document (together with all the documents herein mentioned) sets forth the terms and conditions that govern the use of this website (www.zara.com/pa) and the purchase of products from it (hereinafter the "Terms"), regardless of the type of application, digital media, medium, or device through which it may be accessed. We ask that you carefully read these Terms, our Privacy and Cookies Policy ("Privacy and Cookies Policy"), and the Personal Data Processing Policy (jointly the "Personal Data Protection Policies") prior to using this website. By using this website or placing an order through it, you consent to be bound by these Terms and by Personal Data Protection Policies. As such, if you do not agree to all of these Terms and with the Personal Data Protection Policies, you should not use this website.

These terms may be changed. You are responsible for reading them every time you make a purchase through the web page as the applicable terms shall be those in force at the time of formalizing each Contract, when the website is being used.

If you have any questions related to the Terms or the Personal Data Protection Policies, please contact us via our contact channels.

The contract may be executed in any of the languages of your choice in which the Terms are available on this website.

2. OUR INFORMATION

The sale of items through this website is performed under the name ZARA by Retail Moda S.A., a duly constituted society according to the law of the Republic of Panama with tax ID 155668678-2-2018 84, and address for legal notification purposes at Torre de las América, Torre C Piso 11 Panama City. Telephone: 3974700 and email: info-pa@zara.com.

Retail Moda S.A. is the entity authorized by ITX MERKEN, B.V., whose address is Nieuwezijds Voorburgwal 307, 1012, Amsterdam, the Netherlands, to offer, distribute, and sell products through the website.

3. YOUR INFORMATION AND VISITS TO THIS WEBSITE

The information or personal data that you provide us with shall be processed pursuant to that set forth in the Privacy and Cookies Policy and in the Personal Data Processing Policy. By using this website, you consent to the processing, storage, transmission and/or national and international transfer of such information and data and you declare that all the information and data that you provide us with are true and accurate.

4. USE OF OUR WEBSITE

By using this website and placing orders through it, you commit to:

- i. Use the website solely to make legitimate and valid inquiries or orders.
- ii. Not place any false or fraudulent orders. If it may reasonably be considered that such an order has been made, we shall be entitled to cancel the order and inform the relevant authorities.
- iii. Supply your truthful and exact e-mail address, postal address and/or other contact information. Likewise, you acknowledge that we may use said information to contact you if necessary (see our Personal Data Protection Policy). If you do not provide us with all the information we need, we will not be able to complete your order.

Upon placing an order via this website, you claim to be over 18 years of age with legal capacity to enter into contracts in the Republic of Panama. Minors may not make purchases through this website.

5. SERVICE AVAILABILITY

The items offered through this website are solely available for shipment and payment within the Panamanian territory. Likewise, it is stated that comprehensive coverage of the Panamanian territory is not offered whenever delivery and/or collection is not offered in those areas or zones of the Panamanian territory which for our own marketing reasons or, due to the difficulty of access, communications, or similar considerations, said offer is not available.

6. Sales shall not be made that are destined for the Balboa district or Toboga in the province of Panama or to the provinces of Kuna Yala, Emberá Wounaan, Ngäbe-Buglé, or the municipalities of Kuna Madugandi and Kuna Wargandi. **HOW TO PLACE AN ORDER**

To place an order, you must follow the online purchase process and click on "Authorize payment." Thereafter, you will receive an email acknowledging receipt of your order (the "Order Confirmation"). Likewise, we will inform you via email when your product is being shipped (the "Shipment Confirmation").

7. TECHNICAL MEANS FOR CORRECTING ERRORS

In the event that you notice that an error has occurred when entering your personal information upon registering as a user on this website, you may modify your details in the "My Account" section.

In any event, you may correct errors related to your personal information provided during the purchase process by contacting customer service via the chat available on the website or through our official social media accounts, or by exercising the right to rectification set forth in our Personal Data Policies.

This website displays confirmation screens throughout various sections of the purchase process that do not allow you to continue with the order if the information in these sections has not been entered correctly. Likewise, this website provides the information for all the items that have been added to your cart during the purchase process so that, prior to paying, you may modify the details of your order.

If you detect an error with your order after completing the payment process, you must immediately contact our customer service via the chat available on the website, or through our official social media accounts, to remedy the error.

8. AVAILABILITY OF PRODUCTS

All orders are subject to the availability of the products. In the event of product supply difficulties or if items are no longer in stock, we will refund you any amount that you might have paid.

9. DELIVERY

With the exception of circumstances related to customized products, or if any exceptional or unforeseen circumstances arise, we will send you the order comprising the product(s) listed in each Shipment Confirmation within the period specified on the website according to the selected shipping method and, in any event, within a maximum of 30 days from the date of the Order Confirmation.

At the time of processing your purchase, we will show you the shipping cost.

Possible delivery options:

Collection at a Zara store – FREE: The customer may collect their item at any store located in the country. The person who picks up the order must show their identification card. If the person who goes to the store to collect the item in-store is someone other than the person who made the purchase (the customer is solely responsible for the management and safety of his/her zara.com/pa account), they must show their identification card and present the email with the order number or QR code.

Home delivery: delivery of the product to the customer's home may be requested by providing the delivery address information.

If for any reason we are unable to deliver by the delivery date, we will inform you of this situation and give you the option of continuing with the purchase with a new delivery date or, alternatively, canceling the order and refunding you the full amount paid. In any case, please remember that we do not offer home deliveries on Sundays or holidays.

For the purposes of these Terms, the "delivery" shall be deemed to have taken place, or the order to have been "delivered" at the time when you or a third party designated by you takes material possession of the products, which shall be proven by a signature of receipt of the order at the agreed upon delivery address.

10. FAILURE TO DELIVER

If we are unable to deliver your order after three (3) attempts, we will take your order to a location established by us. Likewise, we will leave you a note explaining where your order is and what to do so the order may be shipped again. If you are not going to be at the delivery place at the agreed upon time, we request that you contact us to schedule the delivery for another day or time.

Upon a lapse of 10 days from when your order is available for delivery and the order has not been delivered on grounds not attributable to us, we shall understand that you wish to cancel the contract and we shall consider it terminated. As a result of cancellation of the contract, we will refund all the payments received from you, including the delivery costs

(with the exception of additional costs due to your choice of a delivery method other than the least expensive ordinary delivery method we offer) without any undue delay and, in any event, within a maximum period of 30 days from the date on which we consider the contract cancelled. Please keep in mind that delivery costs incurred in the contract termination may entail an additional expense, for which we shall be authorized to collect the corresponding amount.

11. TRANSMISSION OF RISK AND OWNERSHIP

You shall be responsible for the risk of the products from the time of delivery.

You shall take ownership of the products when we receive full payment of all the sums due with regard to the products, including the shipping costs, and you shall be responsible for the goods upon delivery (as defined in clause 9 above), were this to occur at a later date.

12. PRICE AND PAYMENT

The prices on the website include ITBMS (Goods and Services Transfer Tax) but exclude shipping costs, which will be added to the total amount due as set out in our Shopping Guide - Shipping.

Prices may change at any time but (except as established above) any potential changes will not affect orders for which we have already sent you an Order Confirmation.

Once you have selected all the items you want to purchase, these will be added to your cart and the following step will be to process the order and pay for it. To do this, you must follow the steps of the checkout process, filling in and checking the information requested in each step. Additionally, you may modify the details of your order during the purchase process prior to paying. A detailed description of the checkout process is available in the Shopping Guide. In addition, as you are a registered user, you may access a list of the orders you have placed in the My Account section.

You may pay using VISA, Mastercard, and American Express cards.

In the event that a customer pays with a credit or debit card endorsed by a foreign account, or intends to pay for the purchase from a foreign account, were the customer to request a return, he or she must bear the all the costs related to the refund of the amount to the foreign account.

By clicking on "Authorize Payment," you are confirming that the credit belongs to you and you accept these terms and conditions.

To minimize the risk of unauthorized access, your credit card information will be encrypted. Credit cards shall be subject to validation checks and authorization from your card issuing entity. If said entity does not authorize the payment, we will not be liable for any delay or non-delivery and we will not be able to enter into any contract with you.

13. SALES TAX (VAT) AND INVOICING

According to Panamanian Law, transfer of title of goods in Panama is considered a taxed activity for the purposes of this tax. As a result, orders placed will be subject to the general sales tax, (ITBMS), in force at the time of the sale and the sale will be governed by the Panamanian tax laws.

14. RETURN POLICY

14.1 Right to withdrawal

Pursuant to the provisions in Article 47 of the Consumer Statute, the right to withdrawal is understood to exist. The right to withdrawal grants the consumer the option to terminate the contract within a maximum of three (3) business days counted from the date of delivery of the order and the consumer must return the product in the same means and conditions in which it was received. Transport and other costs involved in the return of the merchandise shall be covered by the business. Once the product has been returned, in the same conditions in which it was delivered, the money shall be refunded within the following thirty (30) calendar days.

Excluded from the right to withdrawal are goods that have been made according to the consumer's specifications, customized goods and goods for personal use (such as undergarments, swimwear, etc.).

The consumer must return the good, unused, with all the interior and exterior tags and in the packaging in which it was received. **Goods that do not meet these conditions shall not be accepted for return.**

To exercise the right of withdrawal, you must notify us at ZARA by writing to us through the chat function available on the website, or to our official social media accounts, of your decision to withdraw from the contract by means of a clear statement. You may use the cancellation form template that is included as an Appendix to these Terms, though its use is not mandatory. To comply with the withdrawal period, you need only ensure that the communication related to said exercise of this right be sent prior to expiration of the corresponding period.

14.2 Consequences of exercising the right to withdrawal

If you decide to exercise the right to withdrawal, we will refund all the payments received from you, including the delivery costs (with the exception of additional costs due to your choice of a delivery method other than the least expensive ordinary delivery method we offer) without any undue delay and, in any event, no later than 30 calendar days from the date on which you notify us of your decision to exercise your right to withdrawal. We will proceed to issue said refund using the same payment method used by you for the initial transaction unless this is not possible, in which case, we will issue the refund through the option chosen by the consumer from the options we offer. The refund will not incur any cost to you. Notwithstanding the above, we may withhold the refund until we have received the goods, or until you have presented proof of their return, whichever condition is met first.

You must return to us or directly deliver the products to us at any of the ZARA stores in Panama, or request a return by courier through our website, organized by us and at no additional cost, without undue delay and, in any case, within a maximum of 14 calendar days from the date on which you communicate to us your decision to exercise the right to withdrawal. The period shall be deemed to have been met if the goods are returned before said period comes to an end.

You shall be solely responsible for any decrease in the value of the goods resulting from

handling other than that required to establish the nature, characteristics, and function of the goods.

In those cases in which more than one good has been acquired in a single purchase, and the right to withdrawal is not applied to all of the goods, the refund will be issued for the price of the purchase paid for the returned goods, using the same payment method used for the purchase.

14.3 Contractual Right to Cancel

In addition to the recognized statutory right to withdrawal of consumers and users referred to in clause 14.1 above, we grant you a period of 30 days from the shipment of the product to proceed with the return of the products (except for those referred to in this clause, with regards to which the right to withdrawal is excluded), provided that the products have not been used and still have their interior and exterior tags.

If the contractual right to cancel is exercised from 15 days following the Shipping Confirmation, the return shall be issued via an online voucher card or a refund using the same payment method.

14.4 Exchange Policy

In cases in which you consider that the size or color of the product acquired through www.zara.com does not meet your needs, without prejudice to the right to cancel or withdrawal that is your legal and contractual right, you may request a color or size exchange from any of the Zara Panama stores within a period of 30 days from the Shipping Confirmation, provided that the item is of the same price.

RETAIL MODA S.A. will accept the exchange of items purchased through www.zara.com, in which case you must present, together with the item you wish to exchange, the electronic receipt you received attached to the Shipping Confirmation, which is also saved in your account on the website and in ZARA cellphone application; you must present this by digitally presenting on your cellphone screen or by bringing in a printed copy.

Bear in mind that this new item shall not be governed by the provisions of these Terms and Conditions for Use and Purchase, rather the applicable terms shall be those stated on the back of the receipt delivered to you, including those relating to the exercise of the right to cancel or withdrawal.

Without prejudice to the foregoing, if you prefer to exchange it for a different item, you must request a return by following the established procedure for said purpose and make a new purchase.

14.5 Common Provisions to the Right to Withdrawal and the Right to Cancel

You shall not have the right to cancel or withdraw from the contract whose subject matter is the supply of any of the following products:

- Items personalized at the customer's request.
- Products sealed for health or hygiene reasons that have been unsealed after delivery.

- Goods that have been used by the consumer or that no longer have their interior tags.

The right to withdrawal and the contractual right to cancel a contract shall only apply to those products which are returned in the same condition as when you received them. No refund will be made if the product has been used beyond opening, for products that are not in the same condition as when they were delivered, or that have been damaged in any way. Therefore, you should take reasonable care of the product(s) while they are in your possession. Please return the product preferably using or including all its original packaging, instructions, and other documents that may have come with it.

You may make returns at any ZARA store in Panama or through a messenger/Courier that we send to your home.

Returns at a ZARA store:

You may return the products to us at the following ZARA stores in Panama; you must go to any of said stores and present the item and the electronic receipt you received attached to the Shipping Confirmation, which is also saved in your account on the website and in the ZARA cellphone application. You may present the electronic ticket by displaying it electronically on the screen of your smart phone or by bringing a printed paper copy to the store.

Returns by messenger/Courier:

You must contact us through our return request so we can arrange for collection of the product from your address. You must preferably deliver the merchandise in the same package you received it in by following the instructions found in the "RETURNS" section of this website. However, if you no longer have the original packaging, you can return your order in any other packaging provided that it is properly sealed to prevent the items from getting lost.

Please bear in mind that if you decide to return the items to us via unauthorized means, we shall be authorized to charge you for any expenses that we may incur.

After examining the item, we will inform you if you have the right to a refund for the amount paid. Refund for the transport costs will only be made when the right to withdrawal is exercised within the statutory period (5 days after delivery of the product) and all the items are returned that comprise the order in question; if partial returns are made for some items from a single order, the transport costs will be refunded. The refund will be made as soon as possible and, in any case, within a period of 30 calendar days from the date on which you informed us of your intent to cancel. Nevertheless, we may withhold the refund until we have received the goods, or until you have presented proof of return of the goods, whichever condition is met first. The refund will be made using the same payment method you used to pay for the purchase only when the right to withdrawal is exercised within the statutory period (5 days after delivery of the product). If the contractual right to cancel is exercised from 15 days following the Shipping Confirmation, the return shall be issued via an online voucher card or via bank transfer, depending on your choice. Money refunds will not be sent to foreign bank accounts. If a request is made to issue the return refund to accounts outside the Republic of Panama, you agree to bear the costs and expense involved in sending the money to said account. Payment with international credit cards may lead to inconveniences when processing a return. Regarding the foregoing, by paying with a

foreign-issued credit card, you agree to bear the costs involved in refunding money to your account.

In the event that there is a second withdrawal regarding the same invoice, we offer the following options for refund of the purchase price: virtual voucher card or bank transfer. Returns are not processed to bank accounts outside or foreign to the Republic of Panama. All returns that must be made to bank accounts shall be processed through accounts from the Republic of Panama that have been opened by the customer at financial entities monitored by the Financial Superintendence.

You shall bear the cost and risk of returning the products to us, as stated above. If you have any questions, you can contact us via the chat function available on our website or through our official social media accounts.

14.6 Returns of Defective Products

In cases where you consider that, at the time of delivery, the product does not conform to that stated in the contract, you must promptly contact us through our contact channels, providing the details of the product as well as the damage it has undergone.

You may return the product to any of the ZARA stores in Panama, or hand it over to a courier that we will send to your home when you request collection.

We will carefully examine the returned product and inform you via email within a reasonable period of time of your right to a refund or a replacement (if any). The item refund or replacement shall take place as soon as possible and, in any case, within 30 days following the date on which we send you an email confirming the refund or replacement of the non-compliant item.

The sums paid for those products that are returned due to a fault or defect, when this actually exists, will be refunded in full, including the delivery costs incurred by the courier service authorized by the business. The return will be made using the same payment method used to pay for the purchase (unless this is not possible, in which case the consumer will be immediately notified of such situation and informed of the available options for the refund of the return amount).

In any case, the rights recognized by current legislation remain unaffected.

15. CONTRACTUAL GUARANTEES

If you are contracting as a consumer and user, we offer you statutory guarantees on the items we sell through the website, in the legally established terms for each type of product, responding, therefore, to quality defects appearing in said products. The warranty term is: three (3) months for footwear and six (6) months for other products starting from the delivery of the product.

It is understood that the items conform to the contract when (i) they adhere to our description and possess the qualities presented on this website, (ii) they are suitable for the uses that are ordinarily meant for products of the same type, and (iii) they present the quality and normal features of a product of the same type that may be reasonably expected. In this sense, if any of the items do not conform to the contract, you must let us know by following the procedure detailed in section 14 above and through any of the communication methods provided for this reason.

The items we sell, especially artisanal items, often may feature characteristics of the natural materials used in their manufacture. These characteristics, such as variation in the grain, texture, knots and color, will not be considered to be defects or blemishes. On the contrary, their appearance should be noted and appreciated. We only select items of the highest quality, but natural features are inevitable and should be accepted as part of the individual appearance of the item.

16. LIABILITY AND DISCLAIMER

Unless otherwise expressly stated in these Terms, our liability in connection to any product purchased through our website shall be strictly limited to the purchase of that product.

Nevertheless, unless otherwise provided for by law, we will not accept liability for the following losses, regardless of their origin:

- (i) loss of income or sales;
- (ii) loss of business;
- (iii) loss of profits or loss of contracts;
- (iv) loss of expected savings;
- (v) loss of data; and
- (vi) waste of management time or office time.

Due to the open nature of this website and the potential for errors in the storage and transmission of digital information, we do not guarantee the accuracy and security of information transferred or obtained by means of this website unless otherwise expressly stated on the website.

17. INTELLECTUAL AND INDUSTRIAL PROPERTY

You acknowledge and agree that all copyrights, registered trademarks, and all other industrial and intellectual property rights for the materials or content that are supplied as part of the website correspond at all times to us or to those from whom we obtained license for their use. You may make use of said material only in the form in which we, or those from whom we obtained license for their use, expressly authorize. This will not prevent you from using this website as needed to copy information about your order or Contact information.

18. VIRUSES, PIRACY AND OTHER CYBERATTACKS

You shall not misuse this website by knowingly introducing any viruses, Trojans, worms, logic bombs, or any other program or material that is technologically harmful or damaging. You shall not attempt to gain unauthorized access to this website, to the server where said site is located, or any server, computer, or database related to our website. You undertake to not attack this website by means of a denial-of-service attack or a distributed denial-of-service attack.

The breach of this clause could entail the commission of offences typified by the applicable regulations. We will notify the proper authorities of any breach of this regulation and we will cooperate with them to discover the attacker's identity. Therefore, in case of breach of this clause, authorization to use this website shall be immediately revoked.

We shall not be liable for any harm or loss resulting from a denial-of-service attack, viruses or any other program or material that is technologically harmful or damaging that may affect your computer, computing equipment, information, or material as a consequence of the use of this website or the download of contents from it or from those websites to which you may be redirected.

19. LINKS FROM OUR WEBSITE

Should our website contain links to other third party web pages and materials, said links are provided solely for informational purposes, and we do not have any control whatsoever over the content of those web pages or materials. Therefore, we accept no liability for any loss or damage derived from their use.

20. WRITTEN COMMUNICATIONS

Applicable law requires that part of the information or communications that we may send to you be in writing. By using this website, you accept that the majority of said communication with us shall be electronic. We will contact you via email or we will provide you with information by posting notices on this website. For contractual purposes, you consent to use this electronic means of communication and acknowledge that all contracts, notification, information, and other communication that we may send to you electronically fulfill the statutory requirement of being in writing. This condition shall not affect your statutory rights.

21. NOTIFICATIONS

The notifications you send to us should be sent via the chat function accessible on our website or through our official social media accounts. According to that set forth in clause 22 above, and unless stipulated otherwise, we will send you communications to the email address provided by you.

Notifications shall be deemed to have been received and correctly made as soon as they are posted on our website, 24 hours after an email has been sent. In order to prove that the notice has been sent, it shall be sufficient to prove that the email was sent to the email address specified by the recipient.

22. ASSIGNMENT OF RIGHTS AND OBLIGATIONS

This contract is binding as much to you as to us, as well as to our respective successors and assignees. You may not transmit, assign, charge or in any other way transfer a contract or some of the rights or obligations arising therein, without obtaining our prior written consent.

We may transmit, assign, charge, or in any other way transfer a contract or some of the rights or obligations arising therein, at any time it is in effect. To avoid any doubt, said transmissions, assignments, charges or other transfers shall not affect your statutory rights as a consumer nor shall they cancel, reduce or limit in any other manner the guarantees, express or implied, that we may be able to grant.

23. EVENTS OUTSIDE OUR CONTROL

We shall not be liable for any breach or delay in performance of any of the assumed obligations when they are due to events that are out of our reasonable control due to force majeure, fortuitous events, or acts attributable to third parties ("Force Majeure Cause").

Causes of Force Majeure include any act, event, non-happening, omission or accident beyond our reasonable control and, among others, the following:

- a. Strikes, lockouts or other industrial action.
- b. Civil commotion, riot, invasion, terrorist threat or attack, war (declared or not) or threat of or preparations for war.
- c. Fire, explosion, storm, flood, earthquake, collapse, epidemic or any other natural disaster.
- d. Impossibility of the use of trains, ships, airplanes, motor transport or other means of transportation, public or private.
- e. Impossibility of the use of public or private telecommunications systems.
- f. Acts, decrees, legislation, laws or restrictions of any government or authority.

It is understood that obligations shall be suspended during the time the Cause of Force Majeure continues, and we shall provide an extension to the term to complete said obligations for a period of time equal to the duration of the Cause of Force Majeure. We shall take all reasonable measures so that the Cause of Force Majeure ends or to find a solution that allows us to fulfill our obligations despite the Cause of Force Majeure.

24. WAIVER

If we fail to insist upon strict performance of any of your obligations under this contract or any of these Terms, or if we fail to exercise any of the rights or remedies to which we are entitled under the contract or these terms, this shall not constitute a waiver or limitation with regard to said rights or remedies nor shall it exonerate you from compliance with said obligations.

No waiver by us of a right or concrete action shall represent a waiver of other rights or actions arising from a contract or these Terms. No waiver by us of any of these Terms or the rights or actions arising from a contract shall take effect, unless it is expressly established that it is a waiver and is formalized and communicated to you in writing according to that set forth in the previous Notifications section.

25. PARTIAL INVALIDITY

If any of the present Terms or any provision of a contract should be declared null and void by the final decision dictated by the proper authority, the remaining terms and conditions shall remain in effect, without being affected by said declaration of invalidity.

26. COMPLETE AGREEMENT

These Terms and entire document to which express reference is made herein constitute the current complete agreement between you and us as related to the subjects herein and supersede any other pact, agreement or promise previously made between you and us, verbal or written.

Both parties acknowledge having agreed to formalize a contract without relying on any declaration or promise made by the other party or that could be implied from anything

said or written in the negotiations established between both parties, except for that which is expressly stated in these Terms.

Neither you nor we shall have any remedy in the face of any untrue statement made by the other, whether verbally or in writing, prior to the date of a contract (unless said untrue statement was made fraudulently) and the only remedy that shall be available to the other party shall be for breach of contract according to the provisions set out in these Terms.

27. OUR RIGHT TO MODIFY THESE TERMS

We reserve the right to modify the Terms and Conditions. We will keep you informed of substantial changes made therein. The modifications made shall not be retroactive and, except for possible exceptions according to specific cases, shall be applicable after 30 days from their date of publication in the corresponding notification.

If you do not agree to the modifications made, we recommend not using our website.

28. APPLICABLE LAW AND JURISDICTION

The use of our website and product purchase contracts through said website are regulated by Panamanian legislation.

Any dispute arising from or related to the use of the website or said contracts shall be subject to the exclusive jurisdiction of the courts and tribunals of the Republic of Panama.

If you are contracting as a consumer, nothing in this present clause shall affect your statutory rights as such.

29. COMMENTS, SUGGESTIONS, COMPLAINTS, AND CLAIMS

We welcome your comments and suggestions. We ask that you send us any comments, suggestions, and queries through our contact channels or to the postal address indicated in clause 2 of these Terms.

Your complaints and claims sent to our customer service will be addressed as soon as possible and within the established statutory period. Likewise, they shall be archived with an identification code that we will share with you to allow you to keep track of them.

Cancellation Form Template (This form should only be completed and sent if you wish to cancel the contract)

To Retail Moda S.A.S acting under the commercial name ZARA, with address at Torre de las Américas, Torre C, Piso 11, Panama City.

I hereby communicate that I cancel my sales contract for the following good:

Ordered/received on (*):

Consumer name:

Consumer address:

Consumer signature (only if this form is presented in paper format)

Date:

(*) Cross out that which is not applicable