

## General Terms and Conditions of Sale – Happyfriday (as a seller on marketplaces)

### 1. Seller Information

Happyfriday is a registered brand of Happy Friday S.L., located at [Avda Alicante 70 Cocentaina], VAT number [B54660980]. We are manufacturers and distributors of bed linen and home textiles, selling our products through various online marketplaces.

### 2. Products

All Happyfriday products are new and include detailed descriptions regarding materials, sizes, colors, and other features. We reserve the right to modify or remove products from our catalog without prior notice.

### 3. Prices

Prices are shown in euros and include VAT. They are subject to change, and the applicable price is the one shown at the time of purchase. In case of an obvious pricing error, the customer will be notified to confirm or cancel the order.

### 4. Orders

Orders are processed once confirmed by the marketplace system. By placing an order, the customer agrees to these terms and conditions.

### 5. Shipping

Estimated delivery time is 2 to 5 business days from order confirmation. Shipments are managed through third-party logistics providers. Tracking information will be available through the marketplace.

### 6. Returns and Exchanges

Customers have the right to return any product within 30 calendar days of receipt, provided the item is unused, in perfect condition, and in its original packaging. Returns must be requested and processed through the marketplace platform.

### 7. Refunds

Once we receive the returned item and confirm its condition, a refund will be issued using the original payment method. Refunds will be processed within 14 calendar days after receiving the returned product.

#### 8. Faulty or Incorrect Products

In case of a defective product, damaged item, or shipping error, Happyfriday will cover the cost of return and replacement. The customer must report the issue through the marketplace messaging system, providing images and a description of the problem.

#### 9. Warranty

All products are covered by the legal warranty for lack of conformity, in accordance with applicable consumer protection laws. Customers may request a replacement or refund through the marketplace if a defect is found.

#### 10. Customer Service

For any questions or concerns regarding orders, customers must contact Happyfriday via the marketplace's customer service system. We aim to respond within 24–48 business hours.