

## Terms and Conditions

In accordance with the authorization granted by the client at the beginning of the transaction, that is, at the time of voluntarily supplying the personal data, KALILA JEWELS ® may use this information only for the purpose that the client provides in the authorization and in accordance to the law.

Our privacy policy is adapted to the dynamic Internet environment. We keep users informed by updating this privacy policy of any change in procedure, therefore, it is important to review this policy from time to time.

In addition to what the users authorize, the information may be sent to the relevant authorities, when this is required by law or by legal actions (for example, following a court order or for crime prevention or fraud purposes).

Any person who makes a purchase on the site KALILAJEWELS.COM, acting freely and voluntarily, authorizes PAY PAL and / or DAVIVIENDA to consult and request information on credit, financial, commercial and service behavior to third parties, including in countries of the same nature to the CIFIN SA information center, generating a query footprint.

This policy was created in May 2015. Our privacy policy is explained in more detail below.

### Secure purchase

KALILA JEWELS ® is committed to protecting the personal information of our customers. We use a payment gateway with the PAY PAL Company with encryption protocols to keep the order information secure. All sensitive data is transmitted in a coded format. We keep the customer's shipping and billing information from the moment you create an account with us, but that information will be used exclusively by KALILA JEWELS ® and third parties that provide services related to KALILAJEWELS.COM according to the law.

### Information collected

For those who visit our site, but do not complete a purchase, we collect and store the IP address ("Internet Protocol") during the visit. Individualized information is not collected, and the IP address is not associated with a particular individual. In the same way, we collect information, using the IP address, about the navigation activities or navigation of our visitors. Again, the information is not linked to any name or other personally identifiable information. This is used only to provide demographic information, such as which geographical areas our visitors are and the browsing patterns of the visitors. For those who make a purchase at KALILAJEWELS.COM, in order to deliver the order, we collect and store the name, address, shipping information, email address, phone number, purchase data, and billing information. We guarantee our clients that we DO NOT store payment card information

### Use of the information collected

We and the third parties that provide services related to KALILAJEWELS.COM.com will use the aforementioned information to deliver the orders and to provide services related to KALILA JEWELS ® or for the operation of our business. Examples of these services include payment processing and authorization, protection against fraud and credit risk reduction, product customization, fulfillment of orders and delivery, website evaluation, analysis and data cleanup. Third parties that provide any of these services are authorized to use that information only in relation to the services that are contracted to perform.

In addition to using the information mentioned above to deliver orders, some of that information is also kept in our customer database (Download Data Processing Policy). We use this information to track orders, to answer questions and to make subsequent purchases that the client wants to make easier and faster. We may also use that information, from time to time, to contact the customer and inform you about our products, services, sales or special promotions of KALILA JEWELS ® or our partnerships. We try to limit the contacts to those that could be of interest to the client.

If the client prefers not to be contacted about our special offers of products or services, you can notify it through the following email address: KALILAJEWELS@GMAIL.COM

We currently send emails only to KALILA JEWELS ® customers who are interested in receiving information about our products and services. If the client has received these e-mails, but no longer wants them, you can contact us at the email address mentioned above. You need to keep in mind that since the promotions may already be in process at the time of the request, it may take several days before you stop contacting them electronically

#### Storage of collected information

Currently, the customer information of KALILA JEWELS ® that we collect is stored in our internet database. We limit access to that information to those employees within our organization who need it for business reasons. Most of our employees do not have access to that information. In addition, we apply a policy against the disclosure or unauthorized use of the information you share with us, and we have instructed our employees in relation to that policy (Download Data Processing Policy). Employees who have access are required to comply with our privacy policy. We also require that third parties who provide services to us and have access to customer information (such as website providers, customer service, data collection, storage, information services and mail providers) share our commitment to maintenance of your privacy and compliance with the confidentiality requirements of our company and those of the law. As mentioned above, under no circumstances do we sell customer information to any outside company or organization, nor do we allow the organization in question to use customer information for its own business purposes. Specific customer information will be released only if we are forced to do so to comply with valid legal processes, such as a search warrant, subpoena or court order, or a valid administrative request from a law enforcement agency, or in the unlikely event that, in good faith, we believe that the information is necessary to avoid harm to the client or others. As with any business, it is possible that as our business develops, we can sell or buy online businesses or other assets. In such transactions, customer information is often among the assets transferred. Consequently, in the unlikely event that KALILA JEWELS ® or substantially all of its assets related to this website, are acquired by a third party, such information may be one of the assets transferred. In these circumstances KALILA JEWELS ® will require, to the extent possible, the party that acquires to follow the practices described in this privacy policy. We use secure server technology to keep the customer's personal information, including billing and account information, as secure as possible. Once the customer information is stored in our database, we have secure database technologies and procedures to protect against unauthorized access by employees or third parties.

#### Cookies

We use traffic registration cookies to identify which pages are being used. This helps us analyze data about web pages and improve our site to adapt it to the client's needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Our site is not directed to children under 18 years of age. However, we are not responsible for access to KALILAJEWELS.COMs.com.co by minors. KALILA JEWELS ® does not intentionally collect or store information about minors. If we are informed that a minor has made a purchase at KALILAJEWELS.COM without the consent of his or her parent, we immediately, upon written request of the parent, proceed to the cancellation of the sales invoice and the refund of any Amount of money collected in the same way it was made, after the return of the product. To buy at KALILAJEWELS.COM.com the user must register and KALILA JEWELS ® trusts the good faith of the user that when registering their data, confirms that these correspond to reality. If for reasons of force majeure the user who wishes to buy is a minor, he must inform KALILA JEWELS ® at the time of making the purchase to authorize the transaction in accordance with current legal terms.

#### Trademarks and copyright

All materials, including video clips, illustrations, photographs, products, images, creative, designs, logos and trademarks (hereinafter, "Content") that appear on the website, are owned by KALILA JEWELS and / or its subsidiaries. and subsidiaries (hereinafter, "KALILA JEWELS ®") and are protected by national and international, commercial and copyright laws. The compilation (ie the collection, set or meeting) of all content on this site is the exclusive property of KALILA JEWELS ® and is protected by national and

international copyright laws. The permission is granted to the electronic copy or partial printing of the website with the sole purpose of placing an order on the site as a source of purchase.

Any other use, including the reproduction, modification, distribution, transmission, republication, display or representation of the content of the website is strictly prohibited.

The name and brand KALILA JEWELS ®, and everything related to KALILA JEWELS ® reflected on this website, registered or not, are registered trademarks or services of KALILA JEWELS ®. No other company or individual may use these marks without the express written permission of KALILA JEWELS ®. KALILA JEWELS ® articles are exclusively available on the KALILAJEWELS.COM website and at KALILA JEWELS ® stores. Customers may have doubts about apparent KALILA JEWELS ® products sold through unauthorized channels as they may be fake.

#### Replication and counterfeit alert

KALILA JEWELS ® products are available exclusively at KALILAJEWELS.COM and KALILA JEWELS ® stores nationwide. Buyers must pay special attention to alleged KALILA JEWELS ® products sold through unauthorized channels. The client must be careful with forgeries, KALILA JEWELS ® strives to ensure high quality standards in all its products.

In the event that the client believes or may be a victim of counterfeiting or imitation of our products, it is necessary to inform us of this situation to go to the judicial instances that are required due to improper use of trademarks.

#### Guarantee of purchased products

The warranty for manufacturing defects for jewelry in gold, silver, and other materials is three (3) months. It does not cover the natural wear and tear suffered by the product with its use, nor the damages caused by its misuse, such as:

- Subdue
- Chain or bracelet banded
- Rupture or loss of precious stones, or of any stone set in the jewel
- Damages originated in the jewel through contact with: sweat, chlorine, salt water, chemical products, cleaning products, makeup, hot water, perfumes, creams and lacquers
- Change of the natural state of the precious or semiprecious stone
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White gold jewelry requires periodic maintenance (Rhodium) to preserve brightness and color. Rhodium with the use, contact with creams, perfumes and soaps tends to be lost, which is not a defect of the product factory and therefore does not cover the warranty.

Enamel jewelry, pearls, coral and turquoise are especially sensitive to shock. The pearls are glued, so it is recommended not to wet them so that the glue lasts. The warranty does not cover breakage of the stones, or detachment of the pearls.

Jewelry with stones suffer deterioration of the setting with normal use, when they hit or rub, causing the stones to come loose, which is not a defect of the product and is not covered by the guarantee.

The fabric of some bracelets and chains is stretched over time, without this being a manufacturing defect.

The extension or reduction of the rings in gold up to a size will be done without charge for the client; as long as the product discount is equal to or less than 20%

#### Procedure for claiming the guarantee

Take the jewel or watch to any point of sale of KALILA JEWELS ®, with the invoice and guarantee (in the case of watches). The point of sale will complete the respective repair format, which contains all the information of the customer, the damage of the product and the state in which it is received. This document must be signed by the client as a sign of acceptance of the information contained therein, without the signature the product cannot be received.

The product is sent to the workshop of the company where it will be reviewed by the respective technician giving response for jewelry in five (5) business days and for watches in fifteen (15) business days. The time indicated does not include the time required to fix the product.

#### Exchange policy

Merchandise changes will only be made within a maximum period of fifteen (15) calendar days from the date of purchase; as long as the product is in perfect condition, has not been used, is returned with the case and with the original invoice.

Once a change has been made, no other change of the same changed item can be made.

There will be no change of jewelry that has been modified (change of size or markings) at the request of the client. Similarly there will be no change for watches whose pulses have been adjusted in size at the customer's request.

For more information you can communicate to the email: [kaliajewels@gmail.com](mailto:kaliajewels@gmail.com)

#### On line purchases

For online purchases, the customer must have the following provisions in mind:

- Online purchases are subject to product availability
- A minimum of 24 hours is required to confirm online payment by credit, debit or consignment card
- The images published on the Web are enlarged to show the details of the articles, therefore, it is not the actual size of the product
- Credit card payments must be claimed directly at any of our jewelries
- Home deliveries are only made if the online purchase is made with a debit card and the shipping and insurance value is canceled

KALILA JEWELS ® is not responsible for damages or losses arising from the misuse of the information on the page, as the user understands and accepts that access to this tool, as well as the use that can be made of the services and information contained in the same, are the exclusive responsibility of the "user" who performs them.

KALILA JEWELS ® You can make, at any time and without prior notice, changes in the presentation and configuration of the page, as well as in the contents and services of the same.

KALILA JEWELS ® warns that some of the texts contained in the page, links and / or information included in it may not be true or not be updated or have been received or informed by third parties over which KALILA JEWELS ® has no control.

For this reason, KALILA JEWELS ® will not be liable for any errors or omissions related to the information that is not the author's own, nor for any damages or losses that may result from the use of such information. It should also be noted that although this is a secure site, it is not free of errors and consequently the general information, as well as the characteristics of the advertised products and prices, may vary due to human and technological errors, manipulation by unauthorized third parties, virus or any invasion or technological manipulation event.

KALILA JEWELS ® and its subsidiaries or affiliates have the possibility to obtain magnetic records in order to have proof of transactions and / or transactions made by the "user", however no payment card information or any other sensitive information will be stored.

KALILA JEWELS ® reserves the right to carry out subsequent checks on any transaction executed by the "user", as well as to request confirmation of the transaction by the "user". In addition, KALILA JEWELS ® is able to refuse the purchases made by the customer, either partially or totally, of any offer presented on the page. In this case, KALILA JEWELS ® will recognize the customer the money that corresponds to the value of the rejected transaction.

KALILA JEWELS ® requires a minimum of 24 hours to confirm any online payment. Additionally, a time of 3 to 5 business days is necessary to make transfers from one jewelry store to another or to make home deliveries, as requested by the client.

KALILA JEWELS ® will try, under all possible means, to reproduce the product on the website as close as possible to reality (generally we publish enlarged images to show the details of the articles, therefore, the actual size of the product does not always correspond to the actual size of the product. article), however KALILA JEWELS ® will not be held liable for any confusion or misunderstanding generated by the definition of the screen and the technical generalities of the monitor and the computer equipment from which the user accesses KALILAJEWELS.COM that does not allow the 100% match of the color and the characteristics of the product since the visualization of color and characteristics depends, in part, on the monitor and the device used

