

TERMS OF USE AND PURCHASE THROUGH THE WEBSITE WWW.CLINIQ.COM.CO

SECTION ONE. INTRODUCTION

The following document (along with all the documents mentioned in it) establishes the conditions that oversee the use of this website (www.cliniq.com.co) and the transactions carried out through it (hereinafter, the "Conditions"), whatever the application, digital channel, support or device through which it can be accessed. We ask you to carefully read these Terms, our Privacy and Cookies Policy and the Personal Data Processing Policy (along with, the "Personal Data Protection Policies") before using this website. By using this website or making a transaction through it, you agree to be bound by these Conditions and our Personal Data Protection Policies, so if you do not agree with all the Conditions or the Policies of Protection of Personal Data, you should not use this website.

These Conditions may be modified. It is your responsibility to read them each time you make a transaction through the website, since the conditions applied at the time of conclusion of each Contract, at the time of use of the website, will be those that apply to you.

If you have any questions related to the Conditions or Personal Data Protection Policies, you can contact us through our contact channels.

The contract may be formalized, at your choice, in any of the languages in which the Conditions are available on this website.

SECTION TWO. SELLER AND OWNER OF THE WEBSITE DATA

The transactions carried out through this website are carried out by CLINIQ DERMOSTÉTICA Y LÁSER S.A., a company duly constituted in accordance with the laws of the Republic of Colombia and recognized with the NIT. 900063460 - 1, whose judicial notification address is circular 71 No. 39-33, Medellín. Telephone: 604 4440590, and email: servicioalcliente@cliniq.co.

SECTION THREE. VISITOR OR USER OF THE WEBSITE DATA

The information or personal data that the visitor provides will be treated according to what is established in the Privacy and Cookies Policy and the Personal Data Processing Policy. By using this website, the user consents to the processing, storage, transmission and/or national and international transfer of said information and data and declares that all the information or data provided is factual and corresponds to reality.

SECTION FOUR. AUTHORIZED USE OF THE WEBSITE “WWW.CLINIQ.COM.CO”

By using this website and placing orders through it, the user of the site agrees to:

- A.** Use this website only to make legally valid inquiries or transactions only.
- B.** Not to make any false or fraudulent transactions. If it could reasonably be considered that a transaction of this nature has been made, CLINIQ DERMOSTÉTICA Y LASER S.A. will be authorized to cancel it and inform the relevant authorities.

- C. To provide CLINIQ DERMOESTÉTICA Y LÁSER S.A. your email address, address and/or other contact information truthfully and accurately. Likewise, you agree that CLINIQ DERMOESTÉTICA Y LÁSER S.A. may use this information to contact the user if necessary.

If the user does not provide CLINIQ DERMOESTÉTICA Y LÁSER S.A. all the information that this requires, the transaction cannot be fulfilled.

SECTION FIVE. LEGAL CAPACITY.

By making a transaction through this website, the user declares to be over 18 years old and has the legal capacity to participate in contracts. Minors will not be able to make payments through the website, unless they are represented by the appropriate individual according to the law.

SECTION SIX. AUTHENTICATION OF INFORMATION AND DETECTION OF ERRORS IN TRANSACTIONS

Payment for the transactions carried out can be made through our website, using the “Make your payment” button, following the procedure of the external link to which the user is redirected to.

If the user detects an error when entering their personal data after completing the payment process, they must contact customer service immediately, through the chat accessible on the website or through the channels provided to exercise the right of authentication contemplated in the Personal Data Policies of CLINIQ DERMOESTÉTICA Y LÁSER S.A. <https://cliniq.com.co/realiza-tus-pagos/> PRICE AND PAYMENT.

Credit or debit cards, PSE system and/or bank transfer by Bancolombia accounts may be used as a means of payment. By clicking on "Continue with your payment" the user is affirming and confirming that the payment method used is their property.

Credit card payments may be subject to verification and authorization by the issuing entity, but if said entity does not authorize the payment, CLINIQ DERMOESTÉTICA Y LÁSER S.A. will not be responsible for any delay or failure to perform the service and the purchase and sale contract will not be considered to have been concluded in such case.

CLINIQ DERMOESTÉTICA Y LÁSER S.A. explicitly informs that payment methods and web transactions are carried out through platforms managed by third parties. Therefore, the user agrees to know and accept the terms and conditions of use of said third party.

SECTION SEVEN. WITHDRAWAL

Because no remote purchase and/or acquisition of services is being made through our website, but rather the mere payment of the services that were previously contracted, the rules relating to the right of withdrawal will not apply to online transactions enshrined in the Statute of the Consumer (Law 1480 of 2011, article 47).

SECTION EIGHT. INDUSTRIAL AND INTELLECTUAL PROPERTY

The user knows and accepts that all copyright, trademark and other industrial and intellectual property rights on the materials or content provided as part of the website correspond at all times to CLINIQ DERMOESTÉTICA Y LÁSER S.A. or to those who granted CLINIQ DERMOESTÉTICA Y LÁSER S.A. license for use

SECTION NINE. LINKS FROM OUR WEBSITE

In the event that the website includes links to other sites and third-party resources, these links are provided for informational purposes only, without CLINIQ DERMOESTETICA Y LÁSER S.A. having any control over the content of said web pages or materials. Therefore, it will not be responsible in any way for any damage or loss arising from its use.

SECTION TEN. NO WAIVER

The lack of requirement by CLINIQ DERMOESTÉTICA Y LÁSER S.A. of strict compliance by the consumer or user of any of the obligations assumed under these Conditions or the lack of exercise by CLINIQ DERMOESTETICA Y LASER S.A. of the rights or actions that may correspond to it, will not imply any waiver or limitation in relation to said rights or actions, nor will it exonerate the user or consumer from complying with such obligations.

SECTION ELEVEN. PARTIAL NULLITY

If any of these Conditions are declared null and void by a final decision issued by a competent authority, the remaining terms and conditions will remain in force, without being affected by said declaration of nullity.

SECTION TWELVE. MODIFICATION OF SAID CONDITIONS

CLINIQ DERMOESTÉTICA Y LÁSER S.A. has the right to modify the Terms and Conditions, for which it will be sufficient to publish the adjustments or updates to them on the website. The modifications introduced will not be retroactive and will be applicable once published on the website

SECTION THIRTEEN. APPLICABLE LAW AND JURISDICTION

The use of the website will be ruled by Colombian law.

Any controversy that arises or is related to the use of the website will be submitted to the exclusive jurisdiction of the courts and tribunals of the Republic of Colombia.