

RETURNS, EXCHANGES AND REFUNDS POLICY

WEBSITE

The following return, exchange and refund policy only applies to purchases made through melyma.com

Purchases made in supermarkets or in stores of other authorized distributors can only be returned or exchanged directly by contacting the original seller.

CHANGES AND GUARANTEES

To make claims related to the effectiveness of the guarantee, which includes product defects in terms of quality, suitability or safety, as the case may be, the following is required:

- That the product presents manufacturing deficiencies, processing, that is not entirely suitable for the use for which it is intended.
- That the claim is made within the warranty term, which, unless otherwise indicated by law or by Melyma S.A.S. inside your app or in the product instructions, it will be your expiration date.

DISCLAIMER:

For any case of warranty claim, it must be verified that the customer handled, used and stored the product correctly as indicated on the label. Otherwise, the guarantee could not proceed nor would the guarantee term of expiration date apply.

To make a claim requesting the effectiveness of the legal guarantee, the user must contact our customer experience area at 310 383 9404 during the following business hours: Monday through Friday from 7:00 a.m. to 5:00 p.m., or by means of an email to reclamacionmelyma@gmail.com, such as attaching a photographic record where the main face, batch number and expiration date and image of the novelty presented are displayed. It is important to clarify that when the claim is made before Melyma S.A.S. This will inform the user of the means by which the product must be made available to him, so that he can carry out the pertinent verifications of the defects mentioned by the user.

Once the product is received by Melyma S.A.S. The user must receive a response on his claim within fifteen (15) business days. If negative, Melyma S.A.S. will proceed to inform the reasons for said response. In case of considering that the claim is well founded Melyma S.A.S. may: (a) proceed with the replacement of the defective good for one of the same characteristics subject to business days following the response given to the user.

Melyma S.A.S. does not make changes to the products that expire in the hands of the client, since it is guaranteed that they are sent with sufficient shelf life (minimum 50%) to allow consumption in a reasonable time.

The user and the transporter must ensure that the appropriate handling and storage conditions necessary for the good conservation and maintenance of the product are maintained.

In the case where the user expresses dissatisfaction or that the product does not meet his expectations, after personally evaluating with the user the cause of his dissatisfaction will be determined by Melyma S.A.S. customer experience.

WITHDRAWAL RIGHTS

Money refunds only apply when exercising the right of withdrawal for purchases made through the Online store, and in the events and conditions provided for in Law 1480 of 2011, article 47 "The consumer must return the product to the producer or supplier for the same means and in the same conditions in which it was received. Transportation costs and others that the return of the good entails will be covered by the consumer, provided that he exercises it during the five (5) business days following receipt of the product.

DISCLAIMER:

To make the right of withdrawal effective, the user must send Melyma S.A.S. the product in perfect condition (clean, without having been opened or tampered with, in its original box) by the same means and in the same conditions in which it was received. Transportation costs must be borne by the buyer. The maximum period to make the right of withdrawal is 5 business days from receiving the product. To retract the purchase, the user must contact our customer experience area at 310 383 9404 during the following business hours: Monday through Friday from 7:00 am to 5:00 pm, or by email to claimmelyma@gmail.com. If all the aforementioned conditions are met, a product change will be made within a period of 5 business days. The value of the initial shipment does not have a refund since it is a service performed

by a third party. Transportation costs and others involved in returning the good to our warehouse must be covered by the customer.

The shipping costs to return the products and exercise the right of withdrawal are borne by the user.

REVERSAL OF PAYMENT

According to decree 587 of 2016, sales made through electronic commerce that have used a debit, credit or any other electronic payment card for payment may request a reversal of the payment when: it is the subject of fraud, the order corresponds to a bank transaction not requested, the product purchased is not received or the product delivered is not the one requested.

To review the payment, the customer must contact our customer experience area within the next five (5) business days after receiving the product. If this is the case and as determined by the customer experience area, you must return the product to our warehouse and when it is received and verified, we will proceed to revert the payment.

Once the reversal request has been submitted by the user to the issuer of the electronic payment instrument used, the participants in the payment process will have a term of 15 business days to make it effective, in accordance with the provisions of Art. 51 of Law 1480 of 2011. “regulates the right that consumers have to request the reversal of the payment, and Decree 587 of 2016 (the Decree)” “regulates the conditions and procedure for the exercise of this right”

Melyma S.A.S. As it is not the administrator of the payment platform, it does not have the power to order the reversal of the payment directly, but in compliance with its legal obligation.

It will proceed to transmit the claim that the user will present requesting the reversal.

INVOICED NOT SHIPPED

When a user receives his order, it is important that he check it immediately and if any product is missing, he must report it to the carrier immediately, or within a maximum of 2 business days to our customer experience area at 310 383 9404 during the following business hours: Monday to

Friday from 7:00 am to 5:00 pm, or by sending an email to reclamacionmelyma@gmail.com. After 2 days of receiving the product we will not receive claims for missing products in your order.