

## **Terms and Conditions**

The Indream Sleep store belongs to the company Compra e Dorme, Lda, headquartered at Rua 25 de Abril, nº 383 Centro Empresarial 3CE, 4520-115 Santa Maria da Feira, Portugal, with NIPC PT515541923, and aims to sell all the products you need to have a peaceful sleep. From mattresses to pillows and duvets.

These General Terms and Conditions of Contract and Use apply to all visitors to the store, as well as to any commercial transactions through this online store.

Browsing the website and purchasing any product at mercadodocolchao.pt implies acceptance of all the following points.

The company reserves the right to change these conditions without prior notice.

## **Personal Data Protection**

At Indream Sleep we guarantee total confidentiality of all data provided. Your storage is intended solely to facilitate the customer's experience in the store, providing a more personalized shopping and communication experience.

You can cancel your account or change your personal data and communication preferences at any time.

## **Product Sale Price**

The sale price of each Product is determined by Indream Sleep and may be freely changed at any time; changes in the product sale price do not affect orders whose receipt and acceptance have already been confirmed to the Customer.

The sale price of Products indicated on Indream Sleep includes VAT at the applicable legal rate.

To the indicated sale price, only for autonomous regions, are added the product delivery costs. These costs amount to R\$ 35 per unit.

The sale prices of the Products are as presented, unless an error in their indication has occurred and is detected by Indream Sleep before delivery to the Customer.

In this case, the Customer is immediately contacted via email sent to the email address provided by them. The customer can choose to keep their order at the correct price or cancel it.

## **Free Shipping**

Free shipping is valid for all orders placed at Indream Sleep.

For orders with shipping addresses in the Autonomous Regions, an additional €35 per unit will be charged.

The order value refers exclusively to the sum of the final cost of the products; any discount value is deducted at the time of purchase and already includes the added shipping costs.

### **Delivery Times**

If there are no stock issues, all orders placed at Indream Sleep are processed logistically within a maximum of 3 business days.

This timeframe may be altered if one or more products in the order are temporarily unavailable.

If any of the products are unavailable, the customer will be contacted and informed of the estimated time for restocking.

If you do not wish to wait for the missing product to be restocked, you may choose a substitute product or cancel the order.

In the case of order replacement, an adjustment of values will be made.

If you wish to cancel this/these product(s), the remainder of the order will be shipped immediately and the value of the canceled product(s) will be refunded to the customer.

Delivery time varies according to the destination and handling time at the carriers.

This delivery time may vary according to exceptional periods of higher volume, such as holiday periods or Christmas time.

### **Delivery Time**

If there is no one at the address to receive the merchandise, a notice will be left in the mailbox requesting contact to schedule a new delivery.

### **Tracking**

As soon as you finalize your order and it is processed, the associated tracking code will be sent to you by email.

### **Exchange and Return Policy**

At Indream Sleep, our goal is to take care of you and your rest; your complete satisfaction is important to us.

The purchase process is easy and completely transparent. However, if you are not satisfied, the deadline to exchange or return products is 14 days after the date of receipt of the order.

The cost of transporting returned products is the responsibility of the customer.

To make a return or exchange, simply:

- Contact the Customer Service team via message on the marketplace;

- Mention the associated order number;
- Indicate the product(s) you wish to return and/or exchange.

Once you submit your exchange and/or return request, you will receive an email, within a maximum of 10 days, to confirm receipt of your order and remind you of all the details for returning the product(s).

It is important that:

- You wait for us to contact you by email with the return details.
- For the return and/or exchange to be possible, the products must be preserved and in the same condition as when received.

### **Return Rules**

For the return and/or exchange to be accepted, it is essential that you respect the following rules:

- The product must be sealed in its original packaging;
- If the product box does not have a seal, you must keep the product seal intact, or any other protective packaging;
- You must ensure that all attached components are included with the product: samples, gifts, instructions, etc., respecting the original shipping conditions;
- Keep the invoice, remembering that a copy of it must accompany the return of the product.

After order confirmation, the maximum time for sending the product(s) to our address, along with a copy of the invoice, is 7 business days.

If the points mentioned above are respected, the order amount will be refunded within a maximum of 30 days

In the case of product exchanges, the cost of shipping the replacement product(s) is the responsibility of the customer.

Indream Sleep reserves the right to change prices at any time, but the customer will always be guaranteed the price indicated and in effect at the time they place their order.

We also reserve the right to cancel any order (even if it is paid for and confirmed) if any product is identified with an incorrect and/or manifestly derisory price, regardless of its cause (whether due to manual or computer error).

All campaigns and promotions are limited to existing stock and are not cumulative.