

General Terms and Conditions of Online Sale

Introduction

These terms and conditions are agreed upon between Pato Rico Ltda, Av. Santos e Castro 130A – 1750-268 Lisbon – Portugal, hereinafter referred to as “Pato Rico”, and any person wishing to make a purchase through the Pato Rico website www.patorico.pt or www.patorico.com, hereinafter referred to as “the user”. If the user resides outside the permitted delivery zones during the online ordering process, they must contact Pato Rico by telephone to obtain a quote for the transport of the desired goods. These conditions apply exclusively to non-commercial individuals and hotel establishments. The parties agree that their relationship will be governed exclusively by the general conditions described herein.

SUBJECT MATTER These terms and conditions aim to define the general sales conditions established between Pato Rico and the user, from the moment the order is placed to the various services provided by Pato Rico, such as payment methods and merchandise conditions. These conditions regulate all the necessary steps to place an order and guarantee the monitoring of this transaction between the contracting parties.

ORDERING The user can place their order online. To finalize their order, the user must provide certain personal data, such as their email, name, and address, etc. To do this, the user must fill in all the mandatory fields of the registration form on the website for this purpose. By placing their order, the user expresses their full and complete acceptance of the general terms and conditions of sale, the prices, and the description of the products included in this transaction. These general terms and conditions of sale will be the only ones applicable between the two parties. Any dispute regarding this last point will be resolved through an exchange of information and with the guarantees mentioned below. Pato Rico undertakes to process orders received online, up to the limit of available stock. In the event of product unavailability, Pato Rico undertakes to inform the user. The user will automatically receive a digital copy of the order placed in their email inbox. **DELIVERY** Orders may be delivered:

- At the post office. Approximately 1 to 3 weeks after the order is placed (3 to 5 weeks for the Islands), the user will receive a notification from CTT (Portuguese postal service). You then have 6 business days to pick up the package during post office hours.
- At your usual Post Office branch, you must present your Identity Card to pick up the package.
- Delivered to your home.

You can choose home delivery to receive the items (applicable only to mainland Portugal, the islands, and peninsular Spain). The order will be delivered to the address you provide, Monday to Friday, from 9:00 AM to 7:00 PM, and the applicable co-payment fee will be charged. Note: Home delivery cannot be made to PO Boxes.

IMPORTANT: Bulky items, due to their size and/or weight, must be delivered to your home. "Bulky" items have special shipping costs that are automatically added to the current home delivery costs. If your phone/mobile number is part of your data, the carrier will contact you to arrange the most convenient delivery time and date. – To any other address. To do this, simply indicate the desired address in the corresponding fields of the online order form. Pato Rico undertakes to deliver the ordered items as soon as possible. To track the order status, the user can do so by calling Pato Rico's Customer Service. **PAYMENT** Pato Rico offers the user several payment methods according to the delivery methods. Only the payment methods automatically indicated by the website when choosing the delivery method will be allowed. **PRICES** Prices are in euros, including taxes and duties. The prices shown take into account the VAT applicable on the day of the order. Any change in the applicable VAT rate will be reflected in the product prices. After this date, prices may be changed at any time. **Black Friday: 10% Discount.** Campaign valid from November 28th to December 1st, 2025. Not applicable to outlet products and orders with special (non-standard) sizes and fillings.

WARRANTIES For most items, the user benefits from a warranty that allows them to return defective items. The customer has a period of 15 days from the date of receipt.

LIABILITY For all stages of access to the website, from the ordering process to delivery or after-sales services, Pato Rico only has an obligation of means. Pato Rico excludes all warranties and any liability for inconveniences or damages inherent in the use of the Internet network, in particular, a service interruption, external intrusion or the presence of computer viruses, or any case of force majeure as classified by the jurisprudence of the courts, to the extent permitted by applicable law. The items sold are described and presented on the website with the greatest possible accuracy. If, despite all our precautions, errors occur on this website, Pato Rico will not be held responsible for this fact. Except in the case of warranty, any transaction between Pato Rico and its customers, not contested within a period of 6 months, cannot give rise to any claim.

PERSONAL DATA PROCESSING The user authorizes Pato Rico to process the personal data provided in the purchase order in an automated manner. For commercial reasons, Pato Rico may transmit the user's identity and data to a company. In compliance with Law No. 67/98 of October 26, the Personal Data Protection Law, the user may, at any time, exercise the rights of access, rectification, and cancellation of their data. For commercial reasons, Pato Rico may transfer the user's identity and data to a commercial partner. If you do not wish your personal data to be provided to third parties, simply contact us informing your name, surname, address, and customer email.

INTELLECTUAL PROPERTY All elements of the Pato Rico website, whether visual or audio, including the underlying technology, are protected by copyright, trademarks, or patents. They are the exclusive property of the Pato Rico company. Users who have a personal website and wish to place a simple direct link to the Pato Rico website homepage on their site for personal use must request authorization from the Pato Rico company. This will not constitute an implicit agreement of affiliation or partnership. On the other hand, any hypertext link directed to the Pato Rico website using framing or in-line linking techniques is strictly prohibited. In all cases, any link, even tacitly authorized, must be removed upon a simple request from the Pato Rico company. **DURATION** These conditions apply for the entire online duration of the services offered by the Pato Rico company. **EVIDENCE** The computerized records, kept in the computer systems of the Pato Rico company under secure conditions, are considered as proof of the communications, orders and payments made between the parties.

APPLICABLE LAW AND JURISDICTION

The terms of sale presented are governed by Portuguese law. In the event of a dispute, and in the absence of an amicable agreement between the parties, jurisdiction will be submitted to the competent courts of Portugal, with the Lisbon district court being assigned to the court of first instance.