

## Sales Terms

### 1. General Provisions

(1) Our deliveries, services, and offers are exclusively carried out within the framework of these General Terms and Conditions of Trade (hereinafter referred to as "Sales Terms"). They are part of all contracts that Coral Club Distribution Ltd (hereinafter also referred to as Coral Club Cyprus) concludes with its clients (hereinafter also referred to as "buyer" or "customer") for the offered products.

(2) The buyer's general terms and conditions of trade that contradict or differ from the following provisions do not apply. The following "Sales Terms" also apply if we carry out deliveries and services unconditionally, knowing of the buyer's terms and conditions of trade that contradict or differ from our own.

(3) You can view these "Sales Terms" on our website, print them, or save them.

(4) Your order data will be saved by us and cannot be viewed directly for security and data protection reasons. Coral Club Cyprus offers all registered buyers and distributors password-protected access. Customers and distributors can view their saved data after registration. This generally includes: completed and open orders, address data, delivery addresses, accumulated bonus points, discounts, commissions, etc.

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### 2. Contracting Party

Your contracting party is Coral Club Distribution Ltd.

Legal / mailing address: Agapinoros 52, Office 1, Paphos, 8049, Cyprus. Trade register: HE 343977.

Managing Director: Spyridon Matsoukatov.

Contract languages: English and Greek.

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### 3. Consumer's Right to Withdraw from the Contract

Right to Withdraw from the Contract

Coral Club Distribution Ltd.  
Agapinoros 52, Office 1,  
Paphos, 8049, Cyprus,  
HE343977  
[support.cy@coral-club.com](mailto:support.cy@coral-club.com)  
<https://cy.coral.club>

You have the right to withdraw from this contract within thirty days without giving any reason.

The withdrawal period is thirty days from the day you or a third party indicated by you, who is not the carrier, took possession of the ordered goods. In the case of a contract for multiple goods ordered as part of a single order and delivered separately, the withdrawal period starts on the day you or a third party indicated by you, who is not the carrier, received or took possession of the last ordered item. In the case of a contract for the regular delivery of goods over a specified period, the withdrawal period starts on the day you or a third party indicated by you, who is not the carrier, received or took possession of the first batch of goods.

To exercise your right to withdraw from the contract, you must inform us of your decision to withdraw from this contract by means of a clear statement (e.g., a letter or email).

Send the notification to one of the following addresses:

Post: Coral Club Distribution Ltd, Agapinoros 52, Office 1, Paphos, 8049, Cyprus.

• Email: [support.cy@coral-club.com](mailto:support.cy@coral-club.com)

You may use the model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient to send your notification concerning your exercise of the right of withdrawal before the withdrawal period has expired.

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### Consequences of Withdrawal from the Contract

Upon withdrawal from this contract, we will reimburse all payments received from you, including delivery costs (except for additional costs resulting from your choice of a delivery method other than the least expensive standard delivery offered by us), without undue delay and no later than fourteen days from the day we receive notification of your withdrawal from this contract. For this reimbursement, we will use the same payment method that you used for the initial transaction, unless expressly agreed otherwise with you. No fees will be charged for the reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You must send back or hand over the goods to us immediately and in any event no later than fourteen days from the day on which you communicate your withdrawal

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from this contract to us. The deadline is met if you send back the goods before the period of fourteen days has expired.

You will bear the direct costs of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics, and functioning of the goods.

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#### **4. Conclusion of the Contract**

Presentation of our goods does not constitute a binding offer from our side. Only your order of goods is a binding offer in accordance with the Electronic Commerce Law (156(I)/2004).

(2) Your order of the desired goods through our website, via email, using the order form, or by fax constitutes a legally binding offer to conclude a sales contract. We will immediately confirm receipt of your order. The order confirmation and receipt of the order by phone do not constitute a legally binding acceptance of your offer on our part.

A legally binding acceptance of your offer on our part occurs upon:

- Shipment of the goods to you,
- Confirmation of your order with our declaration of acceptance,
- Request for payment from our side,
- Receipt of your payment.

Please note that the contract related to your order is not stored by us and is no longer accessible after its conclusion.

(3) You order goods in our online store or from our sales partners as follows: the order is placed using the so-called "double opt-in procedure." After completing the order form, the order is first confirmed on our website. You must also confirm that you have read these terms by clicking the appropriate box. After clicking the "Order" button, you can review the details entered during the ordering process and make changes if necessary.

By clicking the "Buy Now" button, you place a binding order for the goods in the shopping cart. Order confirmation follows automatically immediately after the order is

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sent. The order confirmation does not constitute acceptance of your order; it only informs you that we have received your order.

(4) If we do not accept the order, particularly because the ordered goods are no longer available, we will inform you immediately. Any payments already made will be refunded as soon as possible. If the ordered product is no longer available after we have accepted the order and we are not responsible for this, for example, in the case of goods being destroyed due to force majeure, by third parties, or as a result of theft, we reserve the right to withdraw from any agreements concerning this product. In this case, we will immediately inform you of the unavailability of the goods and refund any payments made.

(5) The buyer guarantees that they are of legal age and have the legal capacity.

(6) The buyer guarantees that all information provided during registration and in the order form is accurate and complete. The buyer undertakes to inform us immediately of any changes to their data via email, indicating their customer number, or to immediately update the relevant data on our website.

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## **5. Prices and Payment**

(1) For orders in our online store, the prices listed in the offer at the time of the order apply.

(2) Prices include the statutory value-added tax.

(3) If the order is placed in our online store, Coral Club Distribution Ltd charges a specific amount to cover the cost of delivery. The current amount of this fee can be seen in the order form. You can choose the delivery method and its cost.

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## **6. Payment Process**

The following payment methods are available:

(1) Payment by bank card:

Visa and Mastercard bank cards are accepted for payment.

Payment procedure:

- Select the “Bank Card” option.
- Go to the payment page, enter your card details (card number, expiration date, CVV, cardholder’s name and surname), and click “Pay”.
- After entering your card details, you may be redirected to your bank’s page to enter a security code. This is required to verify your identity.
- If the payment is not confirmed, please contact your bank.

## (2) Payment via bank transfer

Order payment by invoice is accepted at any bank branch.

Payment procedure:

After placing the order, click the “Print invoice” button and go to the page with the completed invoice form.

Print and pay the invoice at any bank branch or use online banking to make the payment.

Please note: the created order is reserved and stored for 5 calendar days from the date of placement. If you do not make the payment within the specified period, the order will be automatically cancelled, and the reserved products will be released. When paying at a bank branch, please check the transfer processing time — it may take from 1 to 3 working days. Please also note that banks may charge a commission fee, which is not included in the payment amount. Check the commission amount at the bank where you plan to make the payment.

## (3) Payment via Coral Wallet

You can pay up to 100% of the order amount using bonus points. If you have a positive bonus account balance, the “Use Coral Wallet” checkbox with the available bonus amount will be automatically selected during the payment method selection. If you do not wish to use bonus points for payment, uncheck the box, choose your preferred payment method, and continue placing your order.

## (4) Payment upon pickup (only in Nicosia)

You can pay for the order in cash or by bank card when picking it up. Payment must be made at the pickup point (OPC) within three days. Otherwise, the order will be automatically cancelled by the system.

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## **7. Delivery and Delivery Times**

1. Coral Club Distribution Ltd strives to process orders as quickly as possible. Unless another delivery date has been agreed upon, delivery is usually made within 1-4 business days after payment is received. We inform about any deviations in delivery times on the corresponding product page.

(2) If the agreed delivery time is not met, the buyer must set a reasonable time frame for us to resend the order, which cannot be less than two weeks.

### **(3) Transfer of Risks**

When purchasing a product by the end consumer (without further resale) with delivery by mail, the risk of accidental loss and accidental damage to the goods passes to the buyer upon transfer of the order to the end consumer or the recipient specified by them.

Otherwise, the risk of accidental loss and accidental damage to the goods passes to the buyer when the goods are handed over to the forwarder or the person otherwise designated to perform the delivery.

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## **8. Warranty**

(1) If the delivered goods have defects, they are subject to replacement for end consumers within the statutory warranty period.

(2) Warranty claims against sellers are limited to a period of one year from the date of delivery.

(3) The special provisions of § 9 of these Sales Terms apply in all cases of buyer's claims for damages.

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## **9. Compensation for Damages and Liability**

(1) Claims for damages - for any legal reason - against us, including our representatives and assistants, which assume slight negligence, are only valid if a substantial contractual / cardinal obligation has been violated. In this case, claims for damages are limited to the amount of typical foreseeable damage.

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(2) Claims for damages due to harm caused to life, body, and health, as well as material damage in accordance with the Defective Products (Civil Liability) Law of 1995, based on EU Council Directive 85/374/EEC, committed intentionally or as a result of gross negligence, as well as claims for the compliance with guaranteed quality characteristics, are not subject to the aforementioned limitations on the amount of liability.

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## **10. Reviews and Testimonials**

(1) We are pleased if you are convinced of the quality of our products. We publish relevant reviews, in full or in part, on our website and, if necessary, on other advertising media.

(2) If you disagree or no longer agree with the publication of your statements, you can inform us at any time by sending an email to: [support.cy@coral-club.com](mailto:support.cy@coral-club.com).

(3) Coral Club Distribution Ltd distances itself from any medical statements or promises made by trade partners or third parties and bears no responsibility for such statements. We are only responsible for statements made in officially released, prepared, and approved information and publications by Coral Club Distribution Ltd.

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## **11. Reservation of Ownership Rights**

(1) We retain ownership of the delivered goods until the full payment of their purchase price. During the retention of ownership, the buyer may not sell the goods (hereinafter: reserved goods) or otherwise dispose of the ownership rights to them.

(2) If third parties, particularly bailiffs, gain access to the reserved goods, the buyer must indicate the existence of third-party ownership and immediately notify us so that we can enforce our property rights.

(3) If the buyer acts in breach of the contract, particularly in the event of payment default, we are entitled to demand the return of the goods if we terminate the contract.

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## **12. Changes to the "Sales Terms"**

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Changes to these terms will be communicated to the customer. They are considered accepted if they are not contested in writing within one month after their announcement. In case of an objection, each contracting party has the exclusive right to terminate the agreement. Notifications of changes are sent to the email address provided by the buyer during registration.

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### **13. Personal Data Protection**

#### **(1) Data Collection Principles**

As part of contractual service provision, personal data of registered users are collected, stored, processed, and used to process orders and optimize the offerings by Coral Club Distribution Ltd, Agapinoros 52, Office 1, Paphos, 8049, Cyprus. Any personal data is not retained unless voluntarily provided by the client during their visit (including cookies).

Automatically collected data. This includes information in the web server log files transmitted by the browser:

- Browser type/version
- Operating system used
- Referrer URL (previously visited page)
- Hostname of the accessing computer (IP address)
- Time of the server request

These data are anonymized. They will not be combined with other data; the data will be deleted within 2 weeks after statistical analysis. If client consent is required by law for the collection, storage, processing, and use of data, Coral Club Distribution Ltd will obtain it.

(2) Data Collection: When registering to enter into contractual relationships, the client provides data that will be stored. This includes:

- First and last name
- Shipping and invoice address
- Date of birth
- Email address
- Phone numbers

The client may request the correction, deletion, or blocking of their data at any time. To do this, an email should be sent to [privacy@coral-club.com](mailto:privacy@coral-club.com).

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An objection to the collection, use, or processing of data means that Coral Club Distribution Ltd will no longer be able to provide the offered services and is therefore considered a termination of the contract. Data necessary for contract fulfillment will be deleted within 14 days after the contract is fully completed, provided that statutory record-keeping requirements do not contradict this.

### (3) Cookies

A cookie is a small text file that is stored on your hard drive by a website and allows us to measure page view frequency and overall navigation. Cookies do not collect any personal data about you. Cookies do not damage your computer and do not contain viruses. Cookies are used to make the website more personalized in the future.

### (4) Data Transfer:

Collected data will only be transferred to a third party if third parties, especially suppliers, process the data on our behalf, the law or an authorized government body requires us to do so, or if the client has given their consent.

### (5) Law on the Protection of Personal Data and Free Movement of Such Data

According to the "Law Providing for the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of Such Data" (Law 125(I)/2018), you have the right to receive information about your stored data free of charge and, if necessary, the right to correct, block, or delete this data.

For questions regarding the collection, processing, or use of personal data, as well as information, correction, blocking, or deletion of data, please contact:

Email: [privacy@coral-club.com](mailto:privacy@coral-club.com)

Phone: +35796200819

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## **14. Right of Retention in Counterclaim**

(1) The customer is entitled to offset only if their counterclaims have been legally established or are undisputed.

(2) The customer is entitled to exercise the right of retention only if their counterclaim is based on the same contractual relationship.

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## **15. Final Provisions, Severability Clause**

(1) If any individual provisions of these terms and conditions are invalid or become invalid, this shall not affect the validity of the remaining provisions.

(2) If the buyer is a merchant, a legal entity under public law, or a special fund under public law, or if the buyer has no jurisdiction in the Republic of Cyprus, then the place of jurisdiction for all disputes arising from or in connection with the contractual relationship between the buyer and us shall be the Republic of Cyprus.

(3) The law of the Republic of Cyprus shall apply, excluding the provisions of private international law and the United Nations Convention on Contracts for the International Sale of Goods (CISG) as implemented into the law of the Republic of Cyprus.

Coral Club Distribution Ltd,  
As of September 1, 2024.