

General terms and conditions

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1. Scope

The general terms and conditions apply to all business relations between Rockclimbing-mexico.com (Oriol Anglada, author and editor of the guides) and its customers in the respective versión current at the time of contact.

2. Conclusion of the sales contract

An order is placed by the customer stating his/her complete name and address as well as the requested number of the respective item. The sales contract becomes legally binding by actuating the button "Confirm".

In case of missing or unclear details, respectively, Rockclimbing-mexico.com will attempt to contact the purchaser. In case of wrong or incomplete details, which make contacting impossible, Rockclimbing-mexico.com reserves the right to cancel the existing sales contract.

3. Security and credit card payment by Paypal

Rockclimbing-mexico.com choose PayPal for credit card payments, to ensure the utmost care and protect you and your personal data on the card. It is imperative that you write in detail the cardholder as shown in the card and the address exactly as it appears on the statement. When passing your credit card details to PayPal, an internationally recognized company, they use a secure server to protect you. For full terms and conditions of Paypal, visit www.paypal.com.

4. Dispatch and delivery

Upon reception of the order/payment, copies ordered will be shipped as soon as possible. The deadline for delivery of books in stock is based on the time of common mail delivery (see chap. 5). Details of the estimated delivery time is not accurate. Rockclimbing-mexico.com is not responsible for delays in mail delivery. Since much of the sales must be imported from abroad, can cause late delivery. In case of such delay in delivery, Rockclimbing-mexico.com will inform the customer immediately. If the copy you ordered is temporarily out of stock, we will email you within 14 days (usually within 48 hours), informing you when the book/s will be sent to you. If we can not supply the copy/is, we will refund your money in full.

For collective ordering, Rockclimbing-mexico.com do not offer partial deliveries, if individual issues can not be delivered immediately. In this case, Rockclimbing-mexico.com will contact the customer. In case of partial deliveries requested, Rockclimbing-mexico.com will not accept the additional delivery costs.

Books are shipped from Spain or Mexico (depending on the country where the purchase is made). Rockclimbing-mexico.com reserves the right to increase the term of dispatching, even if this occurred it will be properly informed before the purchase.

5. Shipping costs

Mexico

For shipment within Mexico the following options are available. Shipping times are approximate.

Standard Shipping (post) - 4-7 business days
Express Delivery - Contact with us

Details on shipping time refers to orders received by Rockclimbing-mexico.com Monday through Friday until 4:00 pm.

Prices in USD (U.S. dollars): Weight 1150 gr per book.

	<u>Standard Shipping</u>
1 book	Free
2 books	Free

Spain

For shipment within Spain the following options are available. Shipping times are approximate.

Standard Shipping (post) - 2-4 business days
Express Delivery - Contact with us

Details on shipping time refers to orders received by Rockclimbing-mexico.com Monday through Friday until 4:00 pm.

Prices in USD (U.S. dollars): Weight 1150 gr per book.

	<u>Standard Shipping</u>
1 book	2.00
2 books	3.00

Europe

For shipments within Europe and the United States, the following options are available. Shipping times are approximate.

Standard Shipping (post) - 4-7 business days
Express Delivery - Contact with us

Details on shipping time refers to orders received by Rockclimbing-mexico.com Monday through Friday until 4:00 pm.

Prices in USD (U.S. dollars): Weight 1150 gr per book.

	<u>Standard Shipping</u>
1 book	21.00
2 books	30.00

USA

For shipments within the United States, the following options are available. Shipping times are approximate.

Standard Shipping (post) - 4-7 business days
Express Delivery - Contact with us

Details on shipping time refers to orders received by Rockclimbing-mexico.com Monday through Friday until 4:00 pm.

Prices in USD (U.S. dollars): Weight 1150 gr per book.

	<u>Standard Shipping</u>
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1 book	15.00
2 books	20.00

Worldwide

For shipments outside Europe, Mexico and the United States, the following options are available. Shipping times are approximate.

Standard Shipping (post) - up to 14 business days.
Express Delivery - Contact with us

Details on shipping time refers to orders received by Rockclimbing-mexico.com Monday through Friday until 4:00 pm.

Prices in USD (U.S. dollars): Weight 1150 gr per book.

	<u>Standard Shipping</u>
1 book	<u>30.00</u>
2 books	40.00

6. Payment

Rockclimbing-mexico.com accepts the types of payment mentioned when making the purchase transaction of the books: PayPal, credit card and bank transfer.

Payment by bank transfer

For purchases made by bank transfer the delivery of the book/s will be done upon receipt of the bank transfer order (2 or 3 days from Spain and up to one week for transfers made in other countries). To accelerate the process you can send us the bank transfer notification by email to contacto@rockclimbing-mexico.com. This can accelerate the delivery up to a week.

Account number for bank transfer : (Except Mexico)

IBAN: ES6200810056990001489053
SWIFT / BIC: BSAB ESBB

Oriol Anglada Bigas (Rockclimbing-mexico.com)
Avda. Cerdanya 23, 17538 Alp (Girona). Catalunya. Spain
contacto@rockclimbing-mexico.com

Account number for bank transfer : (In Mexico)

Account number: 7006 3076749

Marisol Monterrubio (Rockclimbing-Mexico)
contacto@rockclimbing-mexico.com

7. Returns

Rockclimbing-mexico.com is responsible to provide the best customer service available. If you have been sent a wrong book, you can return the product and you will be refunded the full amount of your purchase (including packaging and shipping) or change the book to the one requested. This return policy applies if the provided product is returned intact (no damage and without signs of being used) in the original packaging. If you are not satisfied with the product you can return it within 7 days from ordering. In this case you are responsible for the return shipping costs.

In the event that the product/s has not been received within 30 days from the date of purchase thereof, email us to contacto@rockclimbing-mexico.com qualify for a full refund or resending another product/s.

If the book/ are returned to Rockclimbing-mexico.com due to wrong address or not picked up at local postal service, you will be refunded the full purchase amount excluding original shipping rate you chose at the time of purchase.

8. Privacy Policy

Rockclimbing-mexico.com do not divulge or sell our customers details to any other company or any 3rd party organisation, under any circumstances. We do reserve the right to inform you of new products as appropriate.

9. Resignation

To the maximum extent permitted by law, Rockclimbing-mexico.com disclaims all warranties, whether express or implied by statute, custom or usage relating to the information contained in or services offered on this site and shall not be liable for any losses or damages whatsoever, whether in contract, tort (including negligence), or otherwise arising from this site, or from any interruption or delay in accessing this site.

9. Jurisdiction

All agreements will be made in Spain and be governed by Spanish law and be subject to the exclusive jurisdiction of the Spanish Courts.

11. Copyright

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12. Contact

For any questions or comments you can contact us as detailed below:

e-mail: contacto@rockclimbing-mexico.com

Phone: +34 650913849

Thank you very much for shopping with Rockclimbing-mexico.com. We hope you enjoy your purchases and we look forward to you purchasing again in the near future.