

TERMS & CONDITIONS

Terms & conditions

We, at NACCENTIA, would like to offer you a satisfactory and safe shopping experience, for this reason, we provide you with complete information about the transaction you are about to make.

We strive to ensure a space committed to the rights of our Users and Customers, which is why we recommend that you carefully read these terms before finalizing your purchase process and ask us anything you think needs further clarification.

Scope

The present General Conditions, together with the Particular Conditions that could be established, regulate the legal relation derived from the processes of contracting formalized by Naccentia Int, SLU (NACCENTIA, naccentia.com, we, us, our) and the Users of its online store that are provided through the site naccentia.com, being able to be contracted by any User as long as it fulfils all the terms stipulated in the present Conditions.

This document shall be available at all times for reading and printing on this website, facilitating the request for downloading from here, as established by the R.D. 1906/1999, regulating the Telephone or Electronic Contracting and Law 7/1996, of Retail Trade Management (amended by Law 47/2000 of December 19) as applicable to the provisions on distance sales in Articles 38 and following.

These terms will be binding from the moment you purchase any of the products offered on the NACCENTIA website.

The main features of each product are described in their corresponding files or sections (features, price, offers, discounts, etc.).

The offers will be duly marked and identified as such, conveniently indicating the previous price and the price of the offer.

Underage Warning

Our content and services are not intended for minors. If you are a minor, you should not access such content or services or register as a User.

NACCENTIA does not knowingly collect, retain, or use any information from children under the age of 14.

If you believe that your child has uploaded personal information to our site without your consent, you may contact us at info@naccentia.com and we will delete it, unless we are legally required to retain it.

We do not accept any responsibility for orders placed by minors.

Responsible Identification:

Company name: NACCENTIA INT, S.L.U.

Tax number: B-44702991

Contact e-mail: info@naccentia.com

Address: CALLE MURILLO 7, 3 B

City: MAJADAHONDA – MADRID – ESPAÑA

Zip Code: 28222

Characteristics of the products offered

NACCENTIA markets cosmetic products with proven technology for skin care. The formulas are free of toxins and water and combine the best of nature and the best of science for the skin.

TRUE BEAUTY TM formulas are based on the philosophy of efficacy, quality and safety. Replacement of traditional cosmetic excipients (preservatives, emulsifiers, fragrances, colorants...) with no beneficial effects on the skin by high performance ingredients that are also able to perform these functions in the composition.

The items, packaging designs, colors and materials of the products offered on the website may vary slightly from the samples displayed on the website according to availability, although we will always maintain the highest quality and features in our products. In case of second orders that are replicas of the first, please take into account this circumstance.

The offers will be marked as such, and will be valid as long as they appear on your screen. Such offers may be modified or cancelled without prior notice.

In all orders the corresponding invoice will be sent by email or can be downloaded in the Client area, for this, you must indicate complete billing information.

Purchasing procedure

Standard purchase

To place an order, the User must select the products, the number of units and add them to the shopping cart. Next, the User must provide the information requested. The information must be accurate, complete and up to date. Failure to do so constitutes a breach of the terms, which may result in the dissolution of the contract with NACCENTIA.

Subscription Services

NACCENTIA offers a subscription service to make periodic purchases with exclusive advantages, among them, the fifth free purchase.

To opt for this service, the Customer must indicate the type of product or products and the frequency of orders. You will continue with the selected frequency as long as you keep the subscription active and there are no chargebacks.

Each shipment will be notified to the Customer with an e-mail confirmation and will be charged to the payment method indicated in the order for the amount of the product. In case of variation in the price of the product, the Customer will be notified 5 days before the charge is made.

The subscription program renews with each purchase, unless the Customer decides to cancel his subscription or the corresponding charge has not been processed or the subscription charge for the month in which the purchase is made has been refunded.

The Client may cancel the subscription at any time free of charge or change the frequency on the account page.

Technical means to correct errors

In the event that the Customer makes a mistake when submitting the data, these may be modified in the "My account" section at any time.

In the case of an error that occurs during the contracting process, it may be corrected at any time before the order is finalized, or before the order is shipped, by sending an email customercare@naccentia.com.

Conclusion of contract

By submitting an order through this website, the Customer makes a binding offer to Naccentia to enter into a sales contract. Once the order has been placed, as soon as possible, always within 24 hours, NACCENTIA

will send by e-mail an order confirmation, assigning an order number and detailing the order. This order confirmation will not be considered as acceptance of such offer, but will simply inform the Customer that the order has been received. If the Customer does not agree with the data provided in the order confirmation, may request the modification of such data or the cancellation of the order. In any case, the communication must be made within 24 hours from the order confirmation, via e-mail: customercare@naccentia.com and provided that the order has not been shipped. The purchase contract will only be perfected with the shipment to the Customer of the ordered product/s and a second email with the confirmation of such shipment. If upon receipt of the Customer's order there are no units available of the product/s selected by the Customer, NACCENTIA will inform the Customer and no contract will be concluded, refunding the amount paid by the Customer by the same means of payment.

Delivery and shipping costs

Before placing the order, the Customer must verify the areas where we ship.

The preparation of shipments will be made once your order has been confirmed and payment is made in the manner described in "Payment Methods".

Once the shipment has been made, NACCENTIA will send by e-mail a shipment confirmation, with the order number, the shipping method and its tracking information. Remember that orders may take up to 2 business days to be processed and shipped.

Shipment will be made to the address and holder provided in the checkout process. Before you place your order, we will inform you of the expected delivery information.

We do not deliver to PO Boxes.

Orders will be considered as delivered once the Customer signs the document of receipt of goods. It is the Customer's responsibility to verify the condition of the package and possible anomalies due to damage to the material or that the content does not correspond to the delivery note.

If your order does not arrive on the scheduled date, please check on the website of the shipping company its tracking number or contact NACCENTIA Customer Service via email customercare@naccentia.com or by WhatsApp at +34 639 565 284.

Our shipping policy always includes two delivery attempts.

Occasionally, the transport company returns to our facilities the orders that have not been able to deliver, because the recipient of the order is absent from the postal address indicated on the package, or the postal address is incorrectly indicated, and has not been able to contact by any means. In these cases, our company notifies the Customer of this incident, in order to process a new shipment once the correct postal address has been confirmed. In case the Customer does not respond to our notices, we keep the package in our facilities for a maximum of 6 months. After this period, the package is destroyed.

In the case of a new shipment due to an error in the Customer's address, the shipping costs will be charged again.

Delivery times are specified in working days, not including weekends or holidays at origin or destination.

When the purchase is made from another country, the buyer acts as the importer of the product and customs policies vary from country to country, we recommend consulting with the appropriate customs office for information on import restrictions that apply to certain products.

For reference, shipping costs are as follows:

Spain Peninsular

Delivery is FREE for all orders. Estimated delivery time is 24/72 hours.

Balearic Islands

Delivery is FREE for all orders. Estimated delivery time is 48/96 hours.

Autonomous Cities of Ceuta and Melilla and Canary Islands

Delivery is FREE for all orders. Estimated delivery time is 48/96 hours.

European Union

Delivery is FREE for all orders with the standard service. This service is carried out in these countries in collaboration with the main specialists of each territory in B2C deliveries. The delivery time can vary from 4 days to 12 days depending on the country and the population of the Customer.

You can choose the express delivery service that reduces the delivery time to 48/72 hours and costs 6€.

Additionally, we also ship to the following European territories:

Principality of Andorra – Principality of Monaco cost of 10€. Estimated delivery time is 48/72 hours.

Republic of San Marino cost 15€. Estimated delivery time is 48/72 hours.

United States of America

Delivery is FREE for all orders. Estimated delivery time can vary from 48 hours to 7 days.

For shipments to the United States and its territories, please note that there may be various local taxes or charges that cannot be assumed at origin and are the responsibility of the Customer prior to delivery of the product.

Shipping and delivery times are not guaranteed by NACCENTIA.

Taxes and payment methods

The price stated by naccentia.com include VAT at the rates in force. However, the final price of your order may vary depending on the VAT rate applied to the order. Remember that VAT conditions may vary depending on the country where the purchase is made.

In these cases, VAT will not be applied:

Residents in the European Union: Purchases made by VAT taxable persons (companies, entities, organizations...) with residence in the European Union and endowed with intra-community VAT number, will be exempt from VAT payment. It will be up to the Customer to prove that has a valid intra-community VAT number.

Residents in non-EU countries: Purchases made by individuals or legal entities resident in non-EU countries shall be exempt from VAT.

The Customer agrees to pay for the products purchased from NACCENTIA.COM in the accepted forms of payment and for any complementary amount (including taxes and late payment charges, as the case may be).

Accepted forms of payment:

CREDIT CARD, GOOGLE PAY AND PAYPAL.

No other payment methods are accepted.

Payment is always in advance of 100% of the order and products will be shipped once payment has been confirmed.

Modifications to the service and prices

Prices of our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the service without notice.

We reserve the right to cancel any order, at any time, and to refund any money paid for such order. We also reserve the right to limit the quantities of any product or service we offer.

Users are requested to access updated versions of the website to avoid errors in prices. In any case, orders in process that have already been paid by the Customer will maintain their conditions from the moment of their formalization.

Discounts and promotions

The coupons or discount codes are for individual use and not cumulative and subject to the dates of validity indicated. NACCENTIA reserves the right to cancel any promotion to individual or collective Clients if it is considered that an abusive or inappropriate use is being made of them.

During the purchase process, you will be given the option to include a discount code before making the payment. Once entered, the discount will be applied to the item.

In case of a promotion, the discount will be applied automatically. It may also be that a promotional code means a discount on the online purchase, in this case, by entering the code in the checkout process will be automatically applied to the entire purchase made.

Returns and right to cancel

30-DAY GUARANTEE

A return may be requested within 30 days of the order date for any item purchased on naccentia.com, whether unopened, opened or used.

Items must be returned in their original box. If the item has been opened or used, it must retain at least 50% of its contents, and only one unit may be returned, on your first purchase of that item only.

Return Process

1. Email returns@naccentia.com with your order number. NACCENTIA will confirm the collection date and return shipping fee. Returns sent without prior notice will not be accepted.
2. Pack the item as received, including its original box, and have it ready for collection. NACCENTIA will arrange collection, and the return shipping fee will be deducted from your refund.
3. Once the return has been received and inspected, the refund will be issued to the original payment method. A confirmation will be sent by email.

Items returned damaged, improperly handled, without their original box or without any gifts included in the order will be assessed individually. Any loss in value may be reflected in the final refund amount.

This guarantee is additional to your statutory consumer rights.

RIGHT TO CANCEL

You may cancel your purchase within 14 calendar days of receiving your order, without giving any reason and without penalty.

Items should be returned as received, including any gifts. You may be liable for any loss in value resulting from handling beyond what is necessary to establish the item's nature, characteristics and functioning.

Under Article 103 of Royal Legislative Decree 1/2007, sealed cosmetics that have been opened, used or unsealed cannot be returned under this right. This does not affect our 30-Day Guarantee.

Cancellation Process

1. To exercise your right to cancel, you may complete and submit our withdrawal form or send any other clear statement of your decision to cancel your purchase. The completed form may be submitted through our website or sent to returns@naccentia.com, indicating your order number in the subject line. NACCENTIA will confirm receipt of your request and provide return instructions.
2. Pack the item as received, including any gifts received with the order, and send it to the return address provided by NACCENTIA within 14 calendar days of notifying us of your decision to cancel. You are

responsible for return shipping costs.

3. NACCENTIA will refund the amount paid for the cancelled purchase, including standard delivery charges in the case of a full-order cancellation, within 14 calendar days of receiving your cancellation request. Once the returned item has been received and inspected, NACCENTIA will issue the refund to the original payment method. A confirmation will be sent by email.

If an item arrives damaged, defective or incorrect, please contact customercare@naccentia.com with your order number and details of the issue. If you receive an incorrect item, NACCENTIA will arrange its collection and delivery of the correct item at no cost. Damaged or defective items will be handled in accordance with your statutory consumer rights, at no cost to you.

Post-sales service

We have a post-sales service to solve any problem with our products or shipments, through which we offer the fastest and most efficient attention to our customers.

To contact us or raise any questions, issues or complaints, the customer can use any of these means:

WhatsApp: +34 639 565 284 L-J 10 h. – 17 h. CET V 10 h. – 15 h. CET

E-mail: customercare@naccentia.com

Guarantee

According to RDL 1/2007, durable goods are guaranteed for 3 years from the date of delivery. In those incidents that justify the use of the warranty, it will opt for repair, replacement of the item, discount or refund, under the terms established by law. The warranty shall lose its validity in case of defects or deterioration caused by external factors, accidents, especially and use not in accordance with the instructions on the Supplier's label. Neither does it include deficiencies caused by negligence, blows, improper use or manipulation, or materials subject to wear and tear due to normal use. The warranty shall not apply to apparent defects and defects of conformity of the product, for which any claim must be made by the User concerned within 7 days of delivery of the products. The warranty does not cover products damaged by improper use. The images on the website are not contractual, if not as close as possible to the finished product due to the multitude of variants that products may undergo due to customization, the warranty does not cover the lack of accuracy of the product received with respect to the image displayed on the web.

Languages

The language in which the contract between NACCENTIA and the Customer will be perfected is Spanish and English.

Limitation of liability

NACCENTIA, reserves the right to make, at any time and without prior notice, modifications and updates of the information contained in the Website, its configuration and presentation, access conditions, contracting conditions, etc. Therefore, the User must access updated versions of the page.

The User agrees to immediately notify NACCENTIA of any breach of security of its website.

NACCENTIA shall not be liable for any loss arising from the improper or unauthorized use of your website.

You are solely responsible for maintaining the confidentiality of your password and are solely responsible for all activities that result from the use of your password on pages developed by NACCENTIA.

Customer agrees to hold NACCENTIA harmless from claims, losses, expenses, damages and costs (including direct, incidental, consequential, punitive, exemplary and indirect damages), and reasonable attorneys' fees resulting from any breach by User/Customer of these terms and conditions, whether or not considered material or immaterial; the misuse of the products and services by you or anyone acting on your

behalf or using their NACCENTIA account, or for any material or immaterial violation of any right, title or interest of any third party.

In no event shall NACCENTIA be liable for any breach of contract by you, negligence with respect to the site, the service or any content, for any loss of profits, loss of use or actual, special, indirect, incidental, punitive or consequential damages of any kind arising out of your misuse of the tools provided.

NACCENTIA's sole liability shall be to supply the product under the terms and conditions expressed in this contracting policy.

NACCENTIA shall not be liable for any consequence, damage or harm that may arise from the improper use of the products supplied.

Online dispute resolution platform

The European Commission has created the first European platform for dispute resolution in online commerce under the latest consumer law. In this sense, as responsible for an online sales platform, we have the duty to inform all users about the existence of an online platform for alternative dispute resolution. If you have a complaint, or believe that we have not handled your complaint satisfactorily, please contact us before submitting a complaint through the Online Dispute Resolution platform. At NACCENTIA we take customer service very seriously and adopt the highest standards when it comes to handling, responding to and resolving our Customers' concerns. To resort to the dispute resolution platform, the User must use the following link: <http://ec.europa.eu/odr> If you wish to submit a complaint through the online dispute resolution platform in relation to an order placed with NACCENTIA, please use this email address info@naccentia.com in the section "What is the trader's email address." The email address info@naccentia.com should only be used for claims related to orders placed on Naccentia.com.

Applicable law

These Terms and Conditions of Use and Contracting and, consequently, the contract entered into between the parties, are governed by Spanish law. These Terms and Conditions of Use are subject to the provisions of Law 7/1998, on General Contracting Conditions, to Royal Legislative Decree 1/2007, on Consumers and Users, to Royal Decree 1906/1999, which regulates Telephone or Electronic Contracting, to Law 7/1996, on the Regulation of Retail Trade, and to Law 34/2002, on Information Society Services and Electronic Commerce. For any complaint about the conclusion of the contract, you can contact us through the email customercare@naccentia.com and we will look for a solution.

If you are a consumer and you have your habitual residence in the European Union, you can go to the European Union System for the extrajudicial resolution of online disputes through the link that can be accessed by clicking [here](#).

In accordance with article 29 of Law 34/2002, of July 11, 2002, on Information Society Services and Electronic Commerce, contracts concluded electronically in which a consumer is a party shall be presumed to have been concluded in the place where the consumer has his or her habitual residence.

Electronic contracts between businessmen and professionals will be presumed to be concluded in the place where NACCENTIA is established.

This policy was updated on 22 September 2026.