



## STUDIUM IURIS REALEXO, S.L.

### We Welcome You To Arbistar 2.0, S.L.

We thank you for using the products and services of Arbistar 2.0, S.L. (hereinafter, the "Services"). If you are a habitual resident of the European Economic Area or Switzerland, the Services are provided by Arbistar 2.0, S.L. (hereinafter, "Arbistar 2.0"), a company established and operating under the laws of Spain (with registration number: B76799014 ), and located at Avenida Antonio Dominguez, nº 5, Edificio Zentral Center, planta 5ª, local 7, Playa de las Américas, Arona, province of Santa Cruz de Tenerife, unless otherwise indicated in any additional conditions.

The use of our Services implies the acceptance of these conditions. We recommend that you read them carefully.

Our Services are very diverse, so sometimes additional conditions or product requirements may apply (including age restrictions). Additional terms will be available with the applicable Services and will be part of your agreement with Arbistar 2.0 when you use our services.

### Use Of Our Services

You must follow the policies available through our Services.

You must not use our Services inappropriately. For example, you may not interfere with or attempt to access these Services using any method other than the interface and instructions provided by Arbistar 2.0. You may only use the Services to the extent permitted by law, including applicable export and re-export control laws and regulations. We may suspend or terminate our Services if you do not comply with our policies or conditions or if we believe that your conduct may be malicious.

The use of our Services does not make you the owner of any intellectual property rights in the Services or the content you access. You may only use the content of our



GRUPO ROPASA

*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



Services if you are authorised by the owner or if it is permitted by law. These terms do not give you the right to use the trademarks or logos used on our Services. Do not remove, obscure or alter any legal notices displayed on our Services.

Our services show content that does not belong to Arbistar 2.0. This content is the sole responsibility of the entity that made it available. We may review the content to determine if it is illegal or violates our policies, and remove or refuse to post it if we have sufficient reason to believe that it violates our policies or the law. However, this ability does not necessarily mean that we will review the content, so you should not assume that we will do so.

In connection with your use of the Services, we may send you service notices, administrative messages and other information. If you wish, you can disable some of these communications.

Some of our Services are available on mobile devices. Do not use those Services in a way that may distract you from complying with traffic or safety laws.

## Your Account With Arbistar 2.0

You may need an Arbistar 2.0 account to use some of our Services. You can create your own Google account or it can be assigned to you by an administrator, the company you work for, or an educational institution. If you use an Arbistar 2.0 account assigned by an administrator, different or additional terms may apply, and your administrator may be able to access or disable your account.

To protect your Arbistar 2.0 account, please keep your password confidential. You are responsible for all activity that occurs on or through your Arbistar 2.0 account. Please try not to reuse your Arbistar 2.0 account password in third-party applications. If you become aware of any unauthorized use of your Arbistar 2.0 account or password, please follow these instructions.

## Protection Of Privacy and Copyright



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



Our Privacy Policy explains how we use your personal data and protect your privacy when you use our Services.

We respond to notifications of alleged copyright infringement and terminate the accounts of users who commit repeated infringements in accordance with the process established in the Spanish law for the protection of copyright.

We also provide information to facilitate the online management of copyright by right holders. If you believe that a user is infringing your copyright and would like to report it to us, please see this Help Center page for information on how to send notifications and Arbistar 2.0's policy for responding to notifications.

## Your Content In Our Services

Some of our Services allow you to upload, send, store or receive content. If you do so, you will still own the intellectual property rights to that content. In short, what's yours is yours.

By uploading, storing, or receiving content or submitting content to or through our Services, you grant Arbistar 2.0 (and its contributors) a worldwide license to use, host, store, reproduce, modify, create derivative works from (for example, those resulting from translation, adaptation, or other changes we make to make your content more suitable for our Services), communicate, publish, publicly perform, or display and distribute such content. Arbistar 2.0 will use its rights under this license solely for the purpose of providing, promoting, and improving the Services and developing new services. This license will remain in effect even when you cease to use our Services. Some Services allow you to access and remove content you have provided. In addition, some of our Services include conditions or settings that limit our use of content that has been submitted to them. Make sure you have the rights necessary to grant us this license on any content you submit to our Services.

Our automated systems analyze your content (including emails) to provide you with product features that are relevant to you, such as customized search results and ads,



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



and malware and spam detection. This analysis is performed when content is sent, received and stored.

If you have an Arbistar 2.0 account, we may display your profile name, profile picture, and actions you take on Arbistar 2.0 or on third-party applications connected to your Arbistar 2.0 account, on our Services, including in advertisements and in other commercial contexts. We will respect the options you choose to limit what you share or the visibility settings in your Arbistar 2.0 account. For example, you may set up your account so that your name and photo do not appear in an ad.

For more information on how Arbistar 2.0 uses or stores content, please see the privacy policy or additional terms and conditions for each Service. Arbistar 2.0 may use any comments or suggestions you send regarding our Services without obligation.

## About our Service Software

If a Service requires or includes downloadable software, this software may be automatically updated on your device whenever new versions or features are available. Some Services may allow you to define automatic update settings.

Arbistar 2.0 grants you a personal, worldwide, royalty-free, non-transferable, non-exclusive license to use the software provided to you as part of the Services. The sole purpose of this license is to allow you to use and benefit from the Services provided by Arbistar 2.0 as set forth in these terms. You may not copy, modify, distribute, sell or lease any portion of our Services or the software included therein, nor may you reverse engineer or attempt to extract the source code of such software, except as prohibited by law or with the written consent of Arbistar 2.0.

Arbistar 2.0 places great importance on open source software. Some of the software used by our Services is offered with an open source software license that we will make available to you. Some of the provisions set forth in the open source software license may expressly waive some of these conditions.



GRUPO ROPASA

*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



## How To Modify and Cancel Our Services

Arbistar 2.0 is constantly changing and improving its services. Therefore, we may add or remove some functions or features, or suspend or cancel a Service entirely.

You may stop using the Services at any time, although we would regret it if you did. Similarly, Arbistar 2.0 may stop providing the Services to you or add or create new limitations at any time.

We believe that you are the owner of your data and that it is important to preserve your access to your data. If we interrupt a Service, in cases where it is reasonable, we will inform you well in advance and allow you to extract the information from the Service.

## Our Warranties and Disclaimers

Arbistar 2.0 offers its Services with a commercially reasonable level of competence and diligence, and we hope you enjoy using them. However, we cannot make guarantees regarding some aspects of our Services.

Neither Arbistar 2.0 nor its suppliers or distributors make any specific warranties about the Services other than those expressly set forth in these terms and conditions or any additional terms. For example, Arbistar 2.0 makes no warranties regarding the content of the Services, their specific functions, reliability, availability, or their ability to meet your needs. The Services are provided on an "as is" basis.

Some jurisdictions provide certain guarantees, such as specific guarantees of merchantability, fitness for a particular purpose and non-infringement. To the extent permitted by law, Arbistar 2.0 excludes all warranties.

## Responsibility For Our Services



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



Where permitted by law, neither Arbistar 2.0 nor its suppliers or distributors shall be liable for loss of profit, revenue, data, financial loss or indirect, special, consequential, exemplary or punitive damages.

To the extent permitted by law, Arbistar 2.0's total liability, and that of its suppliers and distributors, for any claims made under these terms, including any implied warranties, is limited to the amount you have paid for the use of the Services (or, at Arbistar 2.0's option, the resumption of the Services).

In no event shall Arbistar 2.0 or its suppliers and distributors be liable for any loss or damage that is not reasonably foreseeable.

Arbistar 2.0 recognizes that you may have legal rights as a consumer in some countries. If you use the Services for personal purposes, none of the provisions set forth in these terms and conditions or in any additional terms and conditions shall limit any legal rights of the consumer that cannot be waived contractually.

## Use Of Our Services By Companies

If you use the Services on behalf of a company, the company accepts these conditions. Arbistar 2.0 and its affiliates, officers, agents, and employees shall not be liable for any claims, demands, or legal actions arising out of or in connection with the use of the Services or the breach of these terms, including any liability or expense arising out of such claims, losses, damages, suits, judgments, court costs, and attorneys' fees.

## About These Conditions

Arbistar 2.0 may modify these conditions or additional conditions that apply to a Service to, for example, reflect changes in legislation or in the Services. We recommend that you check these terms periodically. Arbistar 2.0 will post notices



GRUPO ROPASA

*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



regarding changes to these terms on this page. Arbistar 2.0 will also post notices regarding changes to additional terms of service. Changes will not be applied retroactively and will be effective no less than 14 days from the date of publication. However, changes affecting new features of a Service or changes made for legal reasons will take effect immediately. If you do not accept the amended terms of a Service, you must stop using that Service.

In the event of a conflict between these terms and the additional terms, these terms shall prevail over the additional terms.

These conditions govern the relationship between Arbistar 2.0 and you, and do not create any rights that a third party may have.

If you do not comply with these conditions and Arbistar 2.0 does not take immediate action, Arbistar 2.0 shall not be deemed to have waived any rights it may have.

In the event that a particular condition is not mandatory, the remaining conditions will not be affected.

## Applicable Legislation and Courts

If you are a consumer habitually resident in the European Economic Area or Switzerland, any dispute arising out of or in connection with these conditions shall be subject to the law of your country of residence and shall be resolved in the courts of that country. Disputes may be submitted to the European Commission's Online Dispute Resolution Platform for online resolution, but Arbistar 2.0 is not obligated or committed to resolve disputes before an alternative dispute resolution entity.

If you are a user company in the European Economic Area or Switzerland, these conditions are governed by Spanish law and Arbistar 2.0 and you agree to submit to the exclusive jurisdiction of the Spanish courts in the event of any dispute arising from or relating to these conditions. However, Arbistar 2.0 may seek injunctive relief (or any equivalent urgent legal action) in any jurisdiction.

For more information on how to contact Arbistar 2.0, please access the contact page.



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



## GENERAL CONTRACTING CONDITIONS

### 1. GENERAL INFORMATION

The ownership of this website, [www.arbistar.com](http://www.arbistar.com), (from now on Website) is held by: ARBISTAR 2.0, S.L., with C.I.F. number B76799014 and registered in the Mercantile Registry of Santa Cruz de Tenerife; and its registration data are the following: Sheet TF-62811, to Volume 3629, folio 39, 1st inscription; and whose contact details are those detailed below:

ARBISTAR 2.0, S.L. is a commercial entity whose registered office is located at Avenida Antonio Domínguez, nº 5, Edificio Zentral Center, planta 5ª, local 7, Playa de Las Américas, postal code 38.650, in the municipality of Arona, province of Santa Cruz de Tenerife.



GRUPO ROPASA

*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



Likewise, it has a web page whose domain is the following: <https://arbistar.com/>, in which you can find a contact link with the mentioned entity.

This document (as well as all the documents mentioned here) regulates the conditions governing the use of this Website ([www.arbistar.com](http://www.arbistar.com)) and the purchase or acquisition of products and/or services on it (hereinafter, Conditions).

For the purposes of these Conditions, it is understood that the activity carried out by Arbistar 2.0, S.L. through the Website is the following:

Arbistar 2.0, S.L.'s main activity, according to the corporate purpose set forth in Article 2 of its Articles of Association, is the "Publication of other computer programs", C.N.A.E. 5829, among others. Consequently, and always within the scope of the aforementioned corporate purpose, the aforementioned entity is dedicated to creating all types of software, among which a software for the arbitration of cryptomoney has been created. Therefore, it is only dedicated to selling the licenses of the latter software to customers anywhere in the world.

Likewise, in accordance with N.A.C.E. Rev.2 82.99 Activity: "other business support activities n.e.c.", this entity is engaged in providing crypto-currency arbitrage services, i.e. an activity or type of trade based on taking advantage of the price difference that crypto-currencies (virtual currencies) have in the different crypto-Exchanges or crypto-currency exchange platforms, so that arbitrage consists of buying a crypto-currency at one value, in one Exchange, and selling it at a higher price in another Exchange, in order to profit from the difference.

In addition to reading these Conditions, before accessing, browsing and/or using this website, the User must have read the Legal Notice and the General Conditions of Use, including the cookie policy, and the privacy and data protection policy of Arbistar 2.0, S.L.

By using this Web site or by making and/or requesting the purchase of a product and/or service through this Web site, the User agrees to be bound by these Terms and Conditions and all of the above, and therefore, if the User does not agree with all of the above, he/she should not use this Web site.

We also inform you that these Conditions may be modified. The User is responsible for consulting them each time he or she accesses, navigates and/or uses the Web Site, since those in force at the time the purchase of products and/or services is requested will be applicable.



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



For all questions that the User may have in relation to the Conditions, he may contact the owner using the contact details provided above or, where appropriate, using the contact form.

## 2. THE USER

Access, navigation and use of the Website confers the condition of user (hereinafter referred to, indistinctly, individually as a User or jointly as Users), and therefore all the Conditions established here, as well as their subsequent modifications, are accepted from the moment the navigation of the Website begins, without prejudice to the application of the corresponding legal regulations of obligatory compliance according to the case.

The User assumes responsibility for the correct use of the Website. This responsibility shall extend to:

- To use this Website only to make enquiries and legally valid purchases or acquisitions.

Not to make any false or fraudulent purchase. If such a purchase could reasonably be considered to have been made, it could be cancelled and the relevant authorities would be informed.

- Provide true and lawful contact details, e.g. e-mail address, postal address and/or other details (see Legal Notice and General Conditions of Use).

The User declares to be over 18 years old and to have legal capacity to enter into contracts through this Website.

The Website is mainly intended for Users resident in Spain. Arbistar 2.0, S.L. does not guarantee that the Website will comply with the laws of other countries, either in whole or in part.

Arbistar 2.0, S.L. declines all liability that may arise from such access, nor does it guarantee the provision of services outside of Spain.

The User may, at his/her option, enter into a contract with Arbistar 2.0, S.L. for the purchase and sale of products (Software) and the provision of arbitration services



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



(Community Bot) in any of the languages in which these Conditions are available from Arbistar 2.0, S.L.

### **3. PROCESS OF ACQUIRING SOFTWARE FOR THE ARBITRAGE OF CRYPTO-CURRENCIES AND ABOUT THE PROCESS OF REGISTRATION IN THE COMMUNITY BOT.**

Duly registered users may acquire the software by contacting the entity Arbistar 2.0, S.L. through its web page <https://arbistar.com/>, or by visiting our offices located at Avenida Antonio Domínguez, nº 5, Edificio Zentral Center, piso 5, oficina 7, in Playa de las Américas, in the municipality of Arona, province of Santa Cruz de Tenerife, by the means and methods established in the regulations governing the aforementioned entity.

You must follow the procedure for online purchase and/or acquisition of Arbistar 2.0, S.L., during which various products and/or services may be selected and added to the cart, basket or final shopping space and, finally, click on the payment method enabled for payment of the value of said products.

Likewise, the User must fill in and/or check the information requested at each step, although, during the purchase process, before making the payment, the purchase data can be modified.

Next, the User will receive an email confirming that Arbistar 2.0, S.L. has received their order or purchase request and/or service provision, i.e. order confirmation. And, if applicable, you will also be informed by email when your purchase is being sent. If necessary, this information could also be made available to the User through his personal space of connection to the Website.

Once the purchase procedure has been completed, the User consents to the Website generating an electronic invoice which will be sent to the User by e-mail. And, if applicable, through his personal space of connection to the Website. Likewise, the User may, if he so wishes, obtain a copy of his paper invoice by requesting it from "billing@arbistar.com" using the spaces contact details on the Website or through the contact details provided above.

The User acknowledges being aware, at the time of purchase, of certain particular conditions of sale concerning the product and/or service in question and which are shown together with the presentation or, where appropriate, image of the product and/or service on the page of the Website, indicating, by way of example, but not exhaustively, and on a case-by-case basis: name, price, components, weight, quantity, colour, details



GRUPO ROPASA

*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



of the products, or characteristics, the way in which they will be carried out and/or the cost of the services; and acknowledges that the placing of the purchase order or acquisition materializes the full and complete acceptance of the particular conditions of sale applicable to each case.

Unless expressly indicated otherwise, Arbistar 2.0, S.L. is the manufacturer or creator of the software or licenses of the products sold or that may be marketed on the Website. Although Arbistar 2.0, S.L. makes every effort to ensure that the information shown on the Web site is correct, on occasion the packaging and/or materials and/or components of the products may contain additional or different information from that shown on the Web site. Therefore, the User should not only consider the information provided by the Website, but also the information available on the labeling, warnings and/or instructions that accompany the product.

The communications, purchase orders and payments involved in transactions carried out on the Web Site may be filed and kept in the computerized records of Arbistar 2.0, S.L. in order to provide evidence of the transactions, in all cases, respecting reasonable security conditions and the laws and regulations in force that are applicable in this regard, and particularly in accordance with the LOPD and the rights of Users under the privacy policy of this Web Site (Legal Notice and General Conditions of Use).

#### **4. AVAILABILITY.**

All purchase orders received by Arbistar 2.0, S.L. through the Web Site are subject to product availability and/or that no circumstances or causes of force majeure (clause nine of these Terms and Conditions) affect the supply of products and/or the provision of services. If there are any difficulties in the supply of products or if there are no products in stock, Arbistar 2.0, S.L. agrees to contact the User and reimburse any amount that may have been paid. This shall also be applicable in cases where the provision of a service becomes unfeasible.

#### **5. PRICES AND PAYMENT.**

The prices displayed on the Website are the final prices, in Euros (euros) and include taxes, unless, by legal requirement, especially with regard to VAT, a different matter is indicated and applied.

Shipping costs are included in the final prices of the products as shown on the Website. Thus, Arbistar 2.0, S.L. carries out delivery and/or shipping services through its same web platform.



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



Under no circumstances will the Website automatically add additional costs to the price of a product or service, but only those that the User has voluntarily and freely selected and chosen.

Prices may change at any time, but possible changes will not affect orders or purchases for which the User has already received an order confirmation.

The means of payment accepted will be: Credit or debit card, bank transfer or Bitcoin via the Arbistar 2.0, S.L. payment gateway.

Credit cards will be subject to verification and authorization by the bank that issued them. If the bank does not authorize payment, Arbistar 2.0, S.L. will not be responsible for any delay or non-delivery and cannot formalize any contract with the User.

Once Arbistar 2.0, S.L. receives the purchase order from the User through the Web Site, a pre-authorization will be made on the corresponding card to ensure that there are sufficient funds to complete the transaction. The card will be charged when the shipping confirmation and/or confirmation of the service provided is sent to the User in the established manner and, if applicable, place.

In any case, by clicking on "Accept and Pay" or any similar expression, the User confirms that the payment method used is his or her own or that, where appropriate, he or she is the legitimate holder of the gift card or credit card.

Purchase or acquisition orders in which the User selects bank transfers as the payment method will be reserved for 5 calendar days from the order confirmation to allow sufficient time for the bank transfer to be taken into account by the payment system used by Arbistar 2.0, S.L. for the Website. When the system receives the transfer, the order will be prepared and managed for shipment.

Using this payment method, the User must ensure that the exact amount of the purchase order is entered correctly, as well as the account number and the transfer reference. In the event of an error, Arbistar 2.0, S. S.L. will not be able to validate the order, which will be cancelled.

## **6. DELIVERY**

In cases where the physical delivery of the contracted good is appropriate, the deliveries will be made within the following territory: Spain (Peninsula and Balearic Islands).



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



Except in those cases where there are unforeseen or extraordinary circumstances or, where appropriate, arising from the customization of products, the purchase order consisting of the products listed in each purchase confirmation will be delivered within the period specified on the Website according to the shipping method selected by the user and, in any case, within a maximum of 30 calendar days from the date of order confirmation.

If for any reason attributable to the User, Arbistar 2.0, S.L. is unable to meet the delivery date, it will contact the User to inform them of this circumstance and they may choose to continue with the purchase by setting a new delivery date or cancel the order with a full refund of the price paid. In any case, home deliveries are made on working days.

If it is impossible to deliver the order due to the absence of the User, the order may be returned to the warehouse. However, the carrier would leave a notice explaining where the order is located and how to get it delivered again.

If the User is not going to be at the delivery location at the agreed upon time, he/she must contact Arbistar 2.0, S.L. to arrange for delivery on another day.

If 30 days have passed since the order is available for delivery, and it has not been delivered for reasons not attributable to Arbistar 2.0, S.L., Arbistar 2.0, S.L. will understand that the User wishes to withdraw from the contract, which shall be considered terminated. As a result of the termination of the contract, all payments received from the User will be returned to him/her, except for additional expenses resulting from the User's own choice of a delivery method other than the least costly ordinary delivery method offered by the Web Site, without any undue delay and, in any case, within a maximum period of 14 days from the date on which the contract is considered terminated.

Nevertheless, the User must bear in mind that the transport derived from the resolution may have an additional cost that may be passed on to him.

For the purposes of these Conditions, it will be understood that delivery has taken place or that the order has been delivered at the moment in which the User or a third party indicated by the User acquires material possession of the products, which will be accredited by the signature of the receipt of the order at the agreed delivery address.



GRUPO ROPASA

*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



The risks that may arise from the products will be borne by the User from the time of delivery. The User acquires ownership of the products when Arbistar 2.0, S.L. receives full payment of all amounts due in relation to the purchase or acquisition made, including shipping costs, or at the time of delivery, if this takes place after full receipt of the amount due for the product.

In accordance with the provisions of Law 37/1992, of 28 December, on Value Added Tax (VAT), purchase orders for delivery and/or services will be understood to be located in the territory where Spanish VAT is applied if the delivery address is in Spanish territory except for the Canary Islands, Ceuta and Melilla. The applicable VAT rate will be the one legally in force at any given time depending on the specific article in question.

## **7. TECHNICAL MEANS TO CORRECT ERRORS.**

The User is hereby informed that in the event that he or she detects an error when entering the data required to process his or her purchase request on the Web site, he or she may modify the data by contacting Arbistar 2.0, S.L. through the contact spaces provided on the Web site, and, if applicable, through those authorized to contact customer service, and/or by using the contact data provided in the first clause (General Information). Likewise, this information could also be corrected by the User through his personal space of connection to the Website.

In any case, the User, before clicking on "Accept and Pay" or any other similar expression, has access to the space, cart, or basket where his purchase requests are noted and can make modifications.

Similarly, the User is referred to consult the Legal Notice and General Conditions of Use for further information on how to exercise their right of rectification in accordance with the provisions of Law 15/1999 of 13 December on the Protection of Personal Data.

## **8. RETURNS**

In cases where the User acquires products on or through the Website of the owner, he has a number of rights, as listed and described below:

### **Right of Withdrawal**

The User, as a consumer and user, makes a purchase on the Website and therefore has the right to withdraw from such a purchase within 14 calendar days without the need for



GRUPO ROPASA  
Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro

38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25

*Studium Iuris Realexo, S.L.*

Of. Sur: C.C. Icod, nº 2, Local 14, San

38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39



justification and within the parameters provided by law in the case of certain exceptions such as the Software (<http://bit.ly/2wcrnk2>)

This withdrawal period shall expire 14 calendar days from the day that the User or a third party authorized by the User, other than the carrier, acquired material possession of the goods purchased on the Arbistar 2.0, S.L. Web Site, or in the event that the goods that make up the order are delivered separately, 14 calendar days from the day that the User or a third party authorized by the User, other than the carrier, acquired material possession of the last of those goods that made up the same purchase order.

To exercise this right of withdrawal, the User must notify Arbistar 2.0, S.L., at the address ARBISTAR 2.0 SL CIF B76799014

Avenida Antonio Domínguez, number 5. (Edificio Zentral Center), PISO 5, PUERTA 7. Playa de las Américas, Arona. S/C de Tenerife. CP 38650 SPAIN or e-mail: support@arbistar.com.

You can do this, if necessary, through the contact spaces provided on the Website or through some form of additional contact.

The User, regardless of the means he chooses to communicate his decision, must express clearly and unequivocally that it is his intention to withdraw from the purchase contract. In any case, the User may use the model withdrawal form that Arbistar 2.0, S.L. makes available as an annex to these Conditions, but its use is not obligatory.

In order to comply with the withdrawal period, it is sufficient that the communication unequivocally expressing the decision to withdraw be sent before the corresponding period expires.

In the event of withdrawal, Arbistar 2.0, S.L. will reimburse the User for all payments received, including shipping costs (with the exception of additional costs chosen by the User for a shipping method other than the least costly method offered on the Website), without any undue delay and in any case no later than 14 calendar days from the date on which Arbistar 2.0, S.L. is informed of the decision to withdraw by the User.

Arbistar 2.0, S.L. will reimburse the User using the same payment method that the User used to make the initial purchase transaction. This refund will not generate any additional cost to the User. However, Arbistar 2.0, S.L. may withhold such refund until the products or items purchased have been received, or until the User submits proof of the return of the same, depending on which condition is met first.



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



The User may return or send the products to Arbistar 2.0, S.L. through the methods and forms described above and after due contact for the same.

The User must do so without undue delay and in any case no later than 14 calendar days from the date on which Arbistar 2.0, S.L. was informed of the withdrawal decision.

The User acknowledges that he/she shall assume the direct cost of return (transportation, delivery) of the goods, if any is incurred. In addition, the User shall be responsible for the decrease in value of the products resulting from handling other than that necessary to establish the nature, characteristics and operation of the goods.

The User acknowledges that there are exceptions to the right of withdrawal, as set out in Article 103 of Royal Legislative Decree 1/2007, of 16 November, which approves the revised text of the General Law for the Defence of Consumers and Users and other complementary laws. By way of example, and not exhaustively, this would be the case of: personalised products; products that can deteriorate or expire quickly; music or video CDs/DVDs without their packaging, as sealed in the factory; products that for reasons of hygiene or health are sealed and have been unsealed after delivery.

In this same sense, the provision of a service that the User may contract on this Web site is governed by this same Law, since it establishes that the Right of Withdrawal shall not apply to Users when the provision of the service has been completely executed, or when it has begun, with the express consent of the consumer and user and with the acknowledgement by them that they are aware that, once the contract has been completely executed by Arbistar 2.0, S.L., they will have lost their Right of Withdrawal.

In any case, no refund will be made if the product has been used beyond the mere opening of the product, of products that are not in the same condition as they were delivered, or that have suffered any damage after delivery.

ALSO:

### **Return of defective products or error in shipping:**

These are all cases in which the User considers that, at the time of delivery, the product does not comply with the terms of the contract or purchase order, and that, therefore, the User must contact Arbistar 2.0, S.L. immediately and inform it of the existing disagreement (defect) by the same means or using the contact details provided in the previous section (Right of Withdrawal).



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



The User will then be informed about how to proceed with the return of the products, and these, once returned, will be examined and the User will be informed, within a reasonable time, if the refund or, if applicable, the replacement of the same is appropriate.

The refund or replacement of the product will be made as soon as possible and in any case within 14 days from the date on which we send you an e-mail confirming that the refund or replacement of the non-compliant item is appropriate.

The amount paid for those products that are returned due to a defect, where it actually exists, will be fully refunded, including delivery costs and any costs that the User may have incurred to make the return. The refund will be made by the same means of payment that the User used to pay for the purchase.

In any case, the rights recognized in the legislation in force at all times for the User, as a consumer and user, will always be respected.

### **Warranties**

The User, as a consumer and user, enjoys guarantees on the products that may be acquired through this Web site, under the terms legally established for each type of product. Arbistar 2.0, S.L. shall be liable for any lack of conformity of the products within a period of two years from the delivery of the product.

In this sense, it is understood that the products are in accordance with the contract provided that: they comply with the description made by Arbistar 2.0, S.L. and possess the qualities presented therein; they are suitable for the uses to which products of the same type are normally put; and they present the usual quality and performance of a product of the same type and are fundamentally expected of it. When this is not the case for the products delivered to the User, the latter must proceed as indicated in the section on Returns of defective products or shipping errors. However, some of the products sold on the Website may have non-homogeneous characteristics as long as these derive from the type of material with which they have been manufactured, and will therefore form part of the individual appearance of the product, and will not be a defect.

On the other hand, it could be the case that the User acquires on the Website a product of a brand or of manufacture by a third party. In this case, and considering that the product is defective, the User also has the possibility of contacting the brand or manufacturer responsible for the product to find out how to exercise their legal warranty rights directly against them during the two years following delivery of the product.



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



To do this, the User must have kept all information regarding the guarantee of the products.

## 9. DISCLAIMER OF LIABILITY

Unless otherwise provided by law, Arbistar 2.0, S.L. shall not accept any liability for the following losses, regardless of their origin:

- Any losses that are not attributable to any breach by you.
- Business losses (including loss of profit, income, contracts, anticipated savings, data, loss of goodwill or unnecessary expenses incurred).
- Any other indirect loss that was not reasonably foreseeable by both parties at the time the contract for the sale of the products was entered into between them.

Similarly, Arbistar 2.0, S.L. also limits its liability in the following cases:

- Arbistar 2.0, S.L. applies all measures to provide an accurate display of the product on the Web site, however, it is not responsible for any differences or inaccuracies that may exist due to lack of screen resolution, or problems with the browser being used or others of this nature.
- Arbistar 2.0, S.L. will act with the utmost diligence in order to make available to the company in charge of transporting the product that is the subject of the purchase order. However, Arbistar 2.0 shall not be liable for any damages resulting from the malfunctioning of the transportation system, especially due to strikes, roadblocks, or any other cause in the industry that may result in delays, losses, or theft of the product.
- Technical failures that due to fortuitous causes or of another nature, prevent a normal operation of the service through Internet. Lack of availability of the Web Site for maintenance or other reasons, which prevents the service from being available. Arbistar 2.0, S.L. makes every effort to carry out the process of purchase, payment and delivery of the products. However, Arbistar 2.0, S.L. shall not be liable for causes not attributable to it, fortuitous event or force majeure.
- Arbistar 2.0, S.L. shall not be responsible for the misuse and/or wear of the products that have been used by the User. At the same time, Arbistar 2.0, S.L. shall not be responsible for any incorrect return made by the User. It is the User's responsibility to return the correct product.



GRUPO ROPASA  
Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro

38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25

*Studium Iuris Realexo, S.L.*

Of. Sur: C.C. Icod, nº 2, Local 14, San

38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39



• In general, Arbistar 2.0, S.L. shall not be responsible for any failure or delay in the fulfillment of any of the obligations assumed, when such failure or delay is due to events beyond our reasonable control, i.e. due to force majeure, and this may include, but is not limited to

- o Strikes, lockouts or other industrial action.
- o Civil commotion, riot, invasion, terrorist threat or attack, war (whether declared or not) or threat or preparations for war.
- o Fire, explosion, storm, flood, earthquake, subsidence, epidemic or any other natural disaster.
- o Impossibility of use of trains, ships, planes, motor transport or other means of transport, public or private.
- o Impossibility of using public or private telecommunications systems.
- o Acts, decrees, legislation, regulations or restrictions of any government or public authority.

In this way, obligations will be suspended during the period in which the cause of force majeure continues, and Arbistar 2.0, S.L. will have a extension in time to meet them for a period equal to that of the cause of force majeure.

Arbistar 2.0, S.L. will use all reasonable means to find a solution that will allow us to fulfil our obligations despite the cause of force majeure.

## **10. WRITTEN COMMUNICATIONS AND NOTIFICATIONS**

By using this Web site, the User agrees that most communications with Arbistar 2.0, S.L. will be electronic (e-mail or notices posted on the Web site).

For contractual purposes, the User consents to use this electronic means of communication and acknowledges that all contracts, notices, information and other communications that Arbistar 2.0, S.L. sends electronically comply with the legal requirements to be in writing. This condition shall not affect the User's statutory rights.

The User may send notifications and/or communicate with Arbistar 2.0, S.L. through the contact information provided in these Terms and Conditions and, if applicable, through the contact spaces on the Web site.

Likewise, unless otherwise stipulated, Arbistar 2.0, S.L. may contact and/or notify the User at the email or postal address provided.



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



## **11. RESIGNATION**

No waiver by Arbistar 2.0, S.L. of any specific legal right or action or failure by Arbistar 2.0, S.L. to require strict compliance by the User with any of its obligations shall constitute a waiver of other rights or actions arising from a contract or the Conditions, nor shall it exonerate the User from compliance with its obligations.

No waiver by Arbistar 2.0, S.L. of any of these Conditions or of any rights or actions arising from a contract shall be effective unless expressly stated to be a waiver and formalized and communicated to the User in writing.

## **12. NULLITY**

If any of these Conditions is declared null and void by a final decision of the competent authority, the rest of the clauses will remain in force, without being affected by such declaration of nullity.

## **13. COMPLETE AGREEMENT**

These Terms and Conditions and any document expressly referred to herein constitute the entire agreement between the User and Arbistar 2.0, S.L. with respect to the subject matter of the sale and purchase and supersede any prior agreement, understanding or promise agreed to orally or in writing by the same parties.

The User and Arbistar 2.0, S.L. acknowledge that they have consented to the conclusion of a contract without having relied on any statement or promise made by the other party, except as expressly mentioned in these Conditions.

## **14. DATA PROTECTION**

The information or personal data that the User provides to Arbistar 2.0, S.L. in the course of a transaction on the Web site will be treated in accordance with the data protection policies (Legal Notice and General Conditions of Use). By accessing, browsing and/or using the Web Site, the User consents to the processing of such information and data and declares that all information or data provided is true.

## **15. APPLICABLE LAW AND JURISDICTION**



GRUPO ROPASA

*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



The access, navigation and/or use of this Website and the contracts for the purchase of products through it will be governed by Spanish legislation.

Any controversy, problem or disagreement arising from or related to access, navigation and/or use of the Web Site, or with the interpretation and execution of these Terms and Conditions, or with the sales contracts between Arbistar 2.0, S.L. and the User, shall be subject to the non-exclusive jurisdiction of the Spanish courts.

## 16. COMPLAINTS AND CLAIMS

The User may send Arbistar 2.0, S.L. any complaints, claims or other comments that he/she wishes to make through the contact details provided at the beginning of these Conditions (General Information).

In addition, Arbistar 2.0, S.L. has official complaint forms available to consumers and users, which they may request from Arbistar 2.0, S.L. at any time, using the contact information provided at the beginning of these Conditions (General Information).

Likewise, if a dispute arises from the conclusion of this purchase contract between Arbistar 2.0, S.L. and the User, the User as a consumer may request an out-of-court settlement of disputes, in accordance with EU Regulation No. 524/2013 of the European Parliament and Council of 21 May 2013 on the resolution of online consumer disputes. This method can be accessed through the website: <http://ec.europa.eu/consumers/odr/>

## WEB TERMS AND CONDITIONS

### Refund Policy

Our policy is valid for a period of 7 calendar days from the date of purchase. If you are not satisfied with the product for any reason, you may request a refund. If the 7-day period has elapsed since the purchase, we unfortunately cannot offer you a refund.

The return of the personal bot will always be in Euros. At the time of return, the price of the BTC will be changed and that amount will be paid.

### Reimbursement requirements

The following criteria must be met to qualify for a refund:

-The product malfunctions or does not function as described



*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



If the conditions listed above are not met, we reserve the right not to issue a refund. It is important to note that there is often a difference between a product that is broken and a situation where you are receiving an error message. Error messages could be related to incorrect configuration, setup or software and, as a result, the product does not work.

#### Disclaimer

This disclaimer ("Disclaimer", "Agreement") is an agreement between Arbistar 2.0, S.L. ("Arbistar 2.0", "we", "us" or "our") and you ("User", "you" or "your"). This Disclaimer sets forth the general guidelines, terms and conditions of your use of the arbistar.com website and any of its products or services (collectively, "Website" or "Services").

#### Representation

Any opinions or views represented on this Web Site reflect the opinions and views of Arbistar 2.0, S.L., its affiliates, Content creators or employees. The views or opinions are not intended to denigrate any religion, ethnic group, club, organization, company or individual.

#### Compensation

This website accepts forms of sponsorship, paid insertions or other forms of compensation. Arbistar 2.0, S.L. is compensated to provide feedback on products, services, websites, and various other topics. The compensation received may influence the advertising content, topics, or publications made on the Website. Sponsored content, advertising space or publication will always be identified as such. Some of the links on the Website may be "affiliate links". This means that if you click on the link and purchase an item, Arbistar 2.0, S.L. will receive an affiliate commission.

#### Indemnification and warranties

Arbistar 2.0, S.L. guarantees the accuracy, reliability and integrity of the information and content on, distributed or linked to, downloaded or accessed from this Web site. In addition, the information contained in the Web Site and any page linked from the Web Site is subject to change at any time without notice.

We reserve the right to modify this Legal Notice at any time, effective upon publication of an updated version of this Legal Notice on the Website. When we do so, we will send you an email to notify you. Your continued use of the Website following such changes will constitute your consent to such changes.



GRUPO ROPASA

*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*



### Acceptance of this disclaimer

You acknowledge that you have read this Legal Notice and agree to all its terms and conditions. By accessing the Website, you agree to be bound by this Legal Notice. If you do not agree to abide by the terms of this Legal Notice, you are not authorized to use or access the Website.



GRUPO ROPASA

*Of. Norte: C/ La Alhóndiga, nº 30, San Agustín  
Isidro*

*38410 LOS REALEJOS  
Tel.: 922 34 61 65 Fax: 922 34 39 25*

*Studium Iuris Realexo, S.L.*

*Of. Sur: C.C. Icod, nº 2, Local 14, San*

*38611 GRANADILLA DE ABONA  
Tel.: 922 39 38 11 Fax: 922 34 39*