



Te Lo Llevo Ya!

General Terms and Conditions

Last Update: June 10, 2024

1. GENERAL

TE LO LLEVO YA!, SOCIEDAD ANÓNIMA DE CAPITAL VARIABLE, with Tax Identification Number 0614-151220-104-0, domiciled in San Salvador, department of San Salvador, (hereinafter “Te Lo Llevo Ya!”) provide services to users, according to the following terms and conditions (hereinafter the “Terms and Conditions”). The Terms and Conditions constitute the contract between the User and Te Lo Llevo Ya! that governs the use or exploitation by the User of the services of Te Lo Llevo Ya! These Terms and Conditions establish and regulate the rights and obligations of the User regarding the use of the services of Te Lo Llevo Ya!, which may affect their interests, so the User must read them carefully.

By using any current or future Te Lo Llevo Ya! Service. You will be subject to the guidelines and conditions applicable to such Service or business.

Any User who wishes to access and/or use the application or the Services may do so subject to these Terms and Conditions, along with all other policies and principles that govern Te Lo Llevo Ya!, including the Privacy Policies and which are incorporated into the present by reference or are available in the official app. Ignorance of the content of the Terms and Conditions does not justify non-compliance with them, and much less entitles Users to take particular or legal measures that they are unaware of what is stated in these Terms and Conditions.

By registering and using the Application, Users are expressing their express and unequivocal acceptance of the Terms and Conditions. Regarding minors under 18 years of age who want to use the app, Te Lo Llevo Ya! It is allowed to inform that they must have authorization from their parents or legal representatives prior to completing the registration. I'll take it to you now! reserves the right to refuse to provide service, terminate accounts, or remove or edit content at its sole discretion.

ANY PERSON WHO DOES NOT ACCEPT THESE GENERAL TERMS AND CONDITIONS AND/OR ANY OF THE OTHER POLICIES, PARTICULAR TERMS AND CONDITIONS AND PRINCIPLES THAT GOVERN TE LO LLEVO YA!, INCLUDING THE PRIVACY POLICY OF

TE LO LLEVO YA!, SHOULD REFRAIN FROM USING THE APP AND/OR THE SERVICES.

If Users have questions regarding these Terms and Conditions, they can contact our Customer Service team via email. telollevoja.suporte@gmail.com.

2. PRIVACY

Please review our Privacy Policy available in our official app, which also governs the relationship with Te Lo Llevo Ya! in order to understand our practices, the information we obtain from Users and the use we give to that information.

3. DEFINITIONS

"Application", refers to the application "Te Lo Llevo Ya!" available for mobile technologies.

"Estate", are the goods, products or services that may be offered by the Offerors through the Application and make up the User's Order. The Goods are supplied by the Offerors, being responsible for them before the Users.

"Offerer", refers to Business administrators and/or third parties other than Te Lo Llevo Ya! , who have previously registered with their respective role in the Te Lo Llevo Ya! application. its intermediation services, providing all the information on the Goods displayed through the Application (price, characteristics, and in general all its objective conditions). These, in their exclusive capacity as producer, supplier and/or distributor, are directly responsible for complying with all the objective characteristics of the product and/or service published in the application.

"Order" refers to the User's request through the Application for the Offerors' Goods.

"Us", "Our", and "Te Lo Llevo Ya!" whenever reference is made to the words, a direct reference is being made to the company TE LO LLEVO YA!, SOCIEDAD ANÓNIMA DE CAPITAL VARIABLE, with Tax Identification Number 0614- 151220-104-6, domiciled in the city of San Salvador, department of San Salvador.

"Service" refers to the intermediation service requested by the User through the Application.

"User" and "Customer" refers to all natural or legal persons who access our application and place Orders through it.

4. ABILITY

The Services and Products are only available to Users who have the legal capacity to contract. People who do not have that capacity, minors without authorization from their parent or guardian or representatives or Users of Te Lo Llevo Ya! may not use the Services. who have been temporarily suspended or permanently disabled.

To register a company as an Administrator, you must have sufficient capacity to contract in the name and representation of the entity as well as to bind it according to these Terms and Conditions provided herein.

If you wish to purchase alcoholic beverages, tobacco or any other product prohibited to minors, in full compliance with the applicable regulations, the User must prove that they are over 18 years of age, showing identification at the time of delivery. Likewise, in the case of the sale of alcoholic beverages there may be time restrictions depending on the regulations of the User's place of residence.

5. COPYRIGHT

The content of the Application, including, but not limited to, text, graphics, images, logos, icons, software and any other material, hereinafter referred to as the "Material", is protected under the applicable laws of industrial property and intellectual property. All Material is the property of "Te Lo Llevo Ya!" or its suppliers. It is prohibited to modify, copy, reuse, extract, exploit, reproduce, communicate to the public, make second or subsequent publications, upload or download files, send by mail, transmit, use, process or distribute in any way all or part of the contents included in the application. Unauthorized use of the Material may constitute a violation of copyright laws, industrial property laws or other laws. No User may sell or modify the Material in any way, or publicly perform or advertise the Material, or distribute it for commercial purposes. Nor will it be allowed to copy or adapt the code that I Te Lo Llevo Ya! creates to generate your application or platform, since it is protected by copyright. Any unauthorized use will be presumed to be improper and may be punished by law.

6. TRADEMARKS

I'll take it to you now! , the logo of Te Lo Llevo Ya!, and other brands indicated in the application are trademarks of Te Lo Llevo Ya!. Other graphics, logos, page headers, button icons, scripts and service names of Te Lo Llevo Ya! are trademarks or commercial images of Te Lo Llevo Ya!. The trademarks and commercial image I Take You Now! They may not be used in relation to any product or service that is not Te Lo Llevo Ya!, if applicable, in any way that may cause confusion among Users or that dismisses or discredits Te Lo Llevo Ya!.

7. AUTHORIZED USE OF THE APP

The main purpose of the application is the intermediation between Users and Offerors to place Orders in the cities of El Salvador that have the service, facilitating relationships and transactions between Users and Offerors attached to the application. Likewise, through The app, Users may contract Services, placing Orders, according to the applicable terms and conditions, published in The application. I'll take it to you now! contacts the Offeror, redirects the order, is responsible for informing the User of its availability or not in accordance with the information provided by the Offeror. Through the Application, all the necessary tools are centralized and provided to Users for them to place an Order.

I'll take it to you now! will always make its best effort so that once the order has been confirmed by the Offeror from whom it has been requested, the Offeror delivers the order according to the contracted specifications.

8. ACCOUNT CREATION

To use the application, Users must create a user account (the "Account") where certain information will be requested such as: name, surname, date of birth, address, telephone number, date of birth, sex and email. (the "Data"), which will be subject to the Privacy Policies of Te Lo Llevo Ya!

Users guarantee and will be responsible for the veracity, accuracy, validity, authenticity and updating of their Data.

Te Lo Llevo Ya! In no case will it be responsible for the falsity or inaccuracy of the Data provided by Users.

In the event that the registration is through Facebook, Users may create their Account using the credentials included therein, without prejudice to the provisions above in relation to the Data, which will be collected by Te Lo Llevo Ya! for the creation of the Account.

Te Lo Llevo Ya! may require some additional information or documentation in order to verify or corroborate the Data, and may deny access to the application or temporarily or permanently suspend those Users whose Data could not be confirmed.

To access their personal Account, the User must enter their email address and a password which must always be kept confidential.

The Account is unique and non-transferable. It is prohibited for a User to register or have more than one Account. If non-compliance with the above provisions is detected, Te Lo Llevo Ya! reserves the right to cancel, suspend or disable accounts, without prejudice to other legal measures it may take.

Te Lo Llevo Ya! cannot guarantee the identity of Users. The User is responsible for all transactions carried out in their Account, and must notify Te Lo Llevo Ya! immediately, reliably, any unauthorized use of it, as well as any theft, disclosure or loss of your access data to the application, Te Lo Llevo Ya! Ensures the protection of User data. However, it will not be responsible for any fraudulent use that third parties may make of the User's Account, including improper use of their data associated with online payments.

Te Lo Llevo Ya! reserves the right to reject any registration request or cancel a previously accepted registration, without being obliged to communicate or explain the reasons for its decision and without this generating any right to compensation or compensation.

Users have the power to exercise the right of access, at any time and without restrictions, to their personal data. Te Lo Llevo Ya! has the power to respond to complaints and claims that are filed in relation to non-compliance with the regulations on the protection of personal data.

9. ORDER PROCEDURE AND GENERAL CLARIFICATIONS

Te Lo Llevo Ya! offers an online intermediation platform (The application) so that Offerors can offer their Goods, and Users can purchase them and request their home delivery. In that framework, Te Lo Llevo Ya! displays the information on the Bidder's Goods according to the information provided by the latter, and is not responsible for its accuracy and/or veracity, nor for the price offered by the Bidder.

The User understands and accepts that Te Lo Llevo Ya! does not produce, provide, sell, distribute nor is it an agent, representative, agent, distributor, nor in general any type of marketer of the Goods exhibited; Therefore, the purchase and sale relationship is structured between the User and the Offeror. Likewise, the User acknowledges that he is the only one responsible for the correct recording of the delivery and collection addresses of the Orders, exempting Te Lo Llevo Ya! from liability. and to the delivery people for any error or negligence.

The User will be able to see the different options available without being registered. However, in order to complete the Order, the User must be registered with their Account and must enter the delivery address. Once the above is done, the User will be able to see the different options of Bidders, Goods, location of the Bidders, etc.

When the User has defined where and what they want to order, they must enter the Offeror's profile in the application and choose the Goods they wish to purchase. Once selected, the characteristics, conditions and total value of the Order are made available to the User according to the information provided by the Offeror, the commissions and applicable taxes. The User must validate the Order and select the chosen payment method through the

payment methods available at Te Lo Llevo Ya! for each Bidder, as indicated in section 12 of these Terms and Conditions.

Once the payment method has been selected, the User must confirm the Order.

It is important to clarify that every User agrees to pay the price of the Order from the moment they receive the Order confirmation communication as indicated below in these Terms and Conditions. Upon receipt of said communication, the User may only refrain from making payment if the Order is canceled correctly, as provided in these Terms and Conditions.

If the User does not receive the Order at the address indicated for this purpose and/or if any setback arises where the User's data is not verified and the order is rejected once it was confirmed by the application and in that sense no corrections are received. Once the confirmation has been made, all responsibility will fall on the User and they must compensate the application by taking charge of all the costs generated by the error in the transaction, for example, the shipping cost that may apply.

All Orders placed through the Application are transmitted to the Offerors, who may contact the User, for example, if the products or services that make up the Order are not available.

When the Offeror accepts or rejects the Order, the User is communicated with an email, a PUSH notification (pop-up) or other means of communication, where the receipt of the Order and generation of an electronic invoice is rejected or confirmed, which is produced automatically with the details.

If the Order is rejected by the Offeror, Te Lo Llevo Ya! will notify the User without the obligation to notify the reasons for the rejection.

If the order is confirmed, the PUSH (pop-up) or other means of communication will indicate the delivery time of the Order. Said delivery time is exclusively estimated, and the User acknowledges that it may undergo minor adjustments while the Order is being prepared (such adjustments will be reflected in the order status displayed in the application). The User, by placing his/her Order, affirms that he/she knows and accepts that innumerable factors such as traffic, weather, peak times and the order preparation and delivery capacity of some Offerors may be limiting in ensuring the delivery time.

During the time that elapses between the confirmation of the Order and its effective delivery, the User may communicate at any time with Te Lo Llevo Ya! for the purposes of asking questions, filing complaints, among others, cases in which you will always receive a response in the shortest possible time. The User may cancel the Order once the delivery period indicated in the order confirmation has elapsed.

Te Lo Llevo Ya! She will always act as an intermediary and will focus her efforts on resolving all complaints or problematic situations that arise due to delays, incomplete or wrong orders, etc. In all cases, without exception, complaints must be presented in decent and respectful language, taking into account the minimum standards of courtesy and education. Otherwise, Te Lo Llevo Ya! will not be obliged to provide any response and, on the contrary, according to its own criteria, may proceed to block the User from its database, leaving said User unable to use the Services again.

The User may file any complaint or claim through email. telollevoja.suporte@gmail.com.

The delivery of the Order may be carried out with registered deliverers of the Offeror or others made available by Te Lo Llevo Ya! and its contractors, as indicated in the Application. The User understands and accepts that Te Lo Llevo Ya! will not be responsible to the User for non-delivery of the Order or if it is altered or damaged - in the event that the Offeror is in charge of this service.

10. PRICE OF GOODS

The price of the Goods will be presented in The Application, according to the information provided by the Offeror, before the transaction is accepted by the User. Said price will include all possible surcharges for taxes, additions, etc., that are applicable to each transaction. It is clarified that some Bidders may have a minimum order amount and that shipping costs may also apply, which will be indicated in the Bidders' profiles. The Offeror is responsible for the issuance and delivery to the User of the respective invoice or tax receipt for the requested Goods, as required by applicable legislation.

The User understands and accepts that, if modifications are requested to the Goods included in the Order, the price may be modified.

It is the User's responsibility to ensure at the time of delivery of the Order that it corresponds to the Goods requested, that everything received is correct and that the invoice or tax receipt correctly reflects the details of the Order. Otherwise, the User may reject the Order by returning it to the delivery person.

11. CHARGES

The User accepts that Te Lo Llevo Ya! certain charges may apply for use of the Service (the "Fees"). Te Lo Llevo Ya! reserves the right to modify or eliminate the Charges at any time during the term of these Terms and Conditions. If applicable, the User will see the amount of the Charges reflected prior to confirming the Order.

12. PAYMENT METHODS

The payment methods for each Order depend on each Offeror, so the User can verify this information in their respective profiles.

1. Cash payment upon delivery

The User may pay the Order to the delivery person in cash in the same currency in which the price of the Good is presented in the application, excluding any other currency. Likewise, the User may indicate the exact amount with which they will pay for the Order, so that it can be established if there is any difference charge that must be returned to the User.

2. Online Payment

The User may pay the price of the Order by credit card, debit card, or Bitcoin.

When the User chooses to make the payment online: (i) To pay the amount of the Order, the User must charge a credit or debit card that allows the User to make purchases or make payment for the Order, including commissions, surcharges and applicable taxes. , in the same currency in which the Goods are presented by the Bidders in the application. Te Lo Llevo Ya! may reject any means of payment and, therefore, any Order that does not comply with the characteristics described above. This information is managed securely; Your data is not stored in Te Lo Llevo Ya! (ii) You must select an electronic payment method previously loaded in the application, provided that said payment method meets the characteristics indicated here and allows the User to make purchases or make payment for the Order, including commissions, surcharges and applicable taxes. , in the same currency in which the Goods are presented by the Bidders in the application;

(iii) For payment using Bitcoin, the User must follow the specific instructions to make the payment with this cryptocurrency, ensuring that the total amount of the Order is paid in Bitcoin according to the exchange rate in force at the time of the transaction. Te Lo Llevo Ya! is not responsible for fluctuations in the value of Bitcoin between the time of placing the Order and confirmation of payment.

The User must take particular care in providing personal data, which must be complete and true at the time of placing the Order. Likewise, by entering the data, the User guarantees that (i) the data provided for their electronic payment method are their property and they have sufficient funds to make the payment in the same currency in which the Goods are presented in the application, when This is the preferred method; (ii) your identity corresponds to the information contained in the official and original identification issued by the national authorities.

a. Authorization and Payment Processing

Under no circumstances Te Lo Llevo Ya! will store or process the User's personal data when using this type of functionality. Such data. Its functionalities and storage will be the exclusive responsibility of the user and will be expressly regulated by the terms and conditions of the device's own verification tools that have been previously accepted by the user.

The amount is discounted when placing the Order. If the Order is subsequently canceled - either by Te Lo Llevo Ya!, by the User or by the Offeror-, Te Lo Llevo Ya! will process the refund instantly and in the same currency or cryptocurrency (Bitcoin) used for payment. However, the refund depends on the times stipulated in the policies of the issuer of each means of electronic payment (e.g. card) or the characteristics of Bitcoin transactions, on which Te Lo Llevo Ya! has no responsibility or ability to modify the times that these returns require, resulting in sufficient means of proof of the diligent action of Te Lo Llevo Ya! and therefore, exonerating it from liability, the accreditation through payment processing documentation, of the request for the return of the sums by Te Lo Llevo Ya! to payment processing companies and card issuing companies, as applicable.

If the aforementioned returns cannot be executed due to factors associated with the issuers of the electronic payment methods, the amount will be credited by means of a Coupon in the User's account and they will be notified of said credit.

Online transactions may be rejected when the validation and acceptance of payment is not confirmed or accepted by Te Lo Llevo Ya! or when the User's banking entity, the payment method, or the Bitcoin network so determine. Te Lo Llevo Ya! is not responsible for the internal authorization procedures provided by the banking/financial entity that issues the payment instruments, nor for the permissions required by the means of payment to make purchases online, nor for the confirmation and validation of transactions in the Bitcoin network.

In the transaction details, the User can verify the complete payment information. If the User paid for the order with Online Payment and the payment was confirmed, they will not have to make another payment for the Order, unless they have made modifications to the Order as indicated in these Terms and Conditions.

13. RESPONSIBILITY

Te Lo Llevo Ya! It works as a virtual intermediary that connects Users, Offerors and Delivery Persons to facilitate the purchase and sale of products. The platform does not get involved in the transaction itself, acting only as a space for the parties to communicate.

The Offeror is solely responsible for the quality, characteristics and legitimacy of the products it offers. The User assumes the risk of the purchase and can only request an exchange or return if the product does not meet expectations, as long as there is a reason for this. In these cases, Te Lo Llevo Ya! It can only act as an intermediary to communicate the request to the Offeror, who will have the final decision. Guarantees, when applicable, are offered by the Offeror, not by the platform.

It is important that Users read and understand the terms and conditions before using the service.

14. GENERAL RULES

Users may not use The Application for the purpose of transmitting, distributing, storing or destroying material (i) in violation of any applicable law or regulation, (ii) in a manner that violates laws on copyright, industrial property, secrets, commercial or any other intellectual property rights of third parties or in a manner that violates the privacy, publicity or other personal rights of third parties, or (iii) in a manner that is defamatory, obscene, threatening or abusive. This is without prejudice to particular regulations on the matter that are imperative in each of the legal systems corresponding to the territories in which Te Lo Llevo Ya! will provide its service.

15. SECURITY RULES

Users are prohibited from violating or attempting to violate the security of the Application. Specifically, Users, by way of example and without limitation, may not (i) access information that is not directed or authorized to said User or access servers or accounts that the User is not authorized to access; (ii) attempting to test the vulnerability of a system or network without proper authorization or breaching security or authentication measures; (iii) attempting to interfere with services provided to a User, server or network, including but not limited to sending viruses through the Application or overloading traffic to deny service; (iv) send unsolicited email, including promotions and/or advertising of products or services. Violation of any security system or network may result in civil and criminal liability. Te Lo Llevo Ya! will investigate the occurrence of events that may constitute violations of the foregoing and will cooperate with any competent authority in the prosecution of Users who are involved in such violations; (v) impersonate the identity of other users or natural or legal persons of any kind; (vi) provide incorrect, incomplete or false identity information; and (vii) under no circumstances will the action of placing false orders or creating users for fraudulent purposes be tolerated, which will be reported and subject to applicable legal prosecutions.

The application may be used for legal purposes only. Its use is prohibited in any of the following ways:

- Delete or review any material included in The Application by any other person or entity, without proper authorization.
- Use any element, design, software or routine to interfere or attempt to interfere with the proper working of the Application or any activity being carried out on the Application.
- Attempt to decipher, compile or disassemble any software comprising or in any way making up a part of The Application.
- As already mentioned, it is strictly prohibited to include false, inaccurate, incomplete, incorrect or misleading information in the application.

16. PROHIBITION OF UNAUTHORIZED RESALE, ASSIGNMENT OR COMMERCIAL USE

Users agree not to resell or assign their rights or obligations by accepting these Terms and Conditions. They also agree not to make unauthorized commercial use of the Application.

17. TERMINATION

Te Lo Llevo Ya! reserves the right to suspend or cancel a User's account if the User breaches the Terms and Conditions or if the User is unable to verify the information provided during registration. User information may be retained for statistical purposes, but anonymously.

18. ADDITIONAL INFORMATION

TE LO LLEVO YA! IT DOES NOT WARRANT THAT THE APPLICATION WILL OPERATE ERROR-FREE OR THAT ITS SERVER IS FREE OF COMPUTER VIRUSES OR OTHER HARMFUL MECHANISMS. IF YOUR USE OF THE APPLICATION OR THE MATERIAL RESULTS IN THE NEED TO REQUEST REPAIR OR MAINTENANCE SERVICE FOR YOUR EQUIPMENT OR INFORMATION OR TO REPLACE YOUR EQUIPMENT OR

INFORMATION, TE LO LLEVO YA! IS NOT RESPONSIBLE FOR THE COSTS THIS INVOLVES.

THE APPLICATION AND THE MATERIAL ARE MADE AVAILABLE TO USERS IN THE STATE IN WHICH THEY ARE. NO WARRANTY IS MADE ABOUT THE ACCURACY, RELIABILITY OR TIMELINESS OF THE MATERIAL, SERVICES, TEXT, SOFTWARE, GRAPHICS AND LINKS.

IN NO CASE, TE LO LLEVO YA! , ITS SUPPLIERS OR ANY PERSON MENTIONED IN THE APP, WILL BE LIABLE FOR DAMAGES OF ANY NATURE RESULTING FROM THE USE OR INABILITY TO USE THEM.

19.APPLICABLE LAW

By visiting the application, the User accepts that the laws of the Republic of El Salvador, regardless of the principles of conflict of laws, will govern these Terms and Conditions, as well as any controversy, of any kind, that may arise between the User and Te Lo Llevo Ya!

20.POLICIES, MODIFICATION AND SEVERABILITY OF THE APP

Please review our other policies posted in the application, including our Privacy Policies. These policies will also govern your visit to Te Lo Llevo Ya!. We reserve the right to make changes to our application policies and these Terms and Conditions at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining conditions.

21.FICTION CLAUSE

This document, including all terms and conditions as well as the privacy policy, is a fictitious exercise prepared for educational and demonstration purposes. It has no legal validity and should not be considered a binding document or representative of a real application or service. Any similarity to terms and conditions or privacy policies of real companies is purely coincidental.