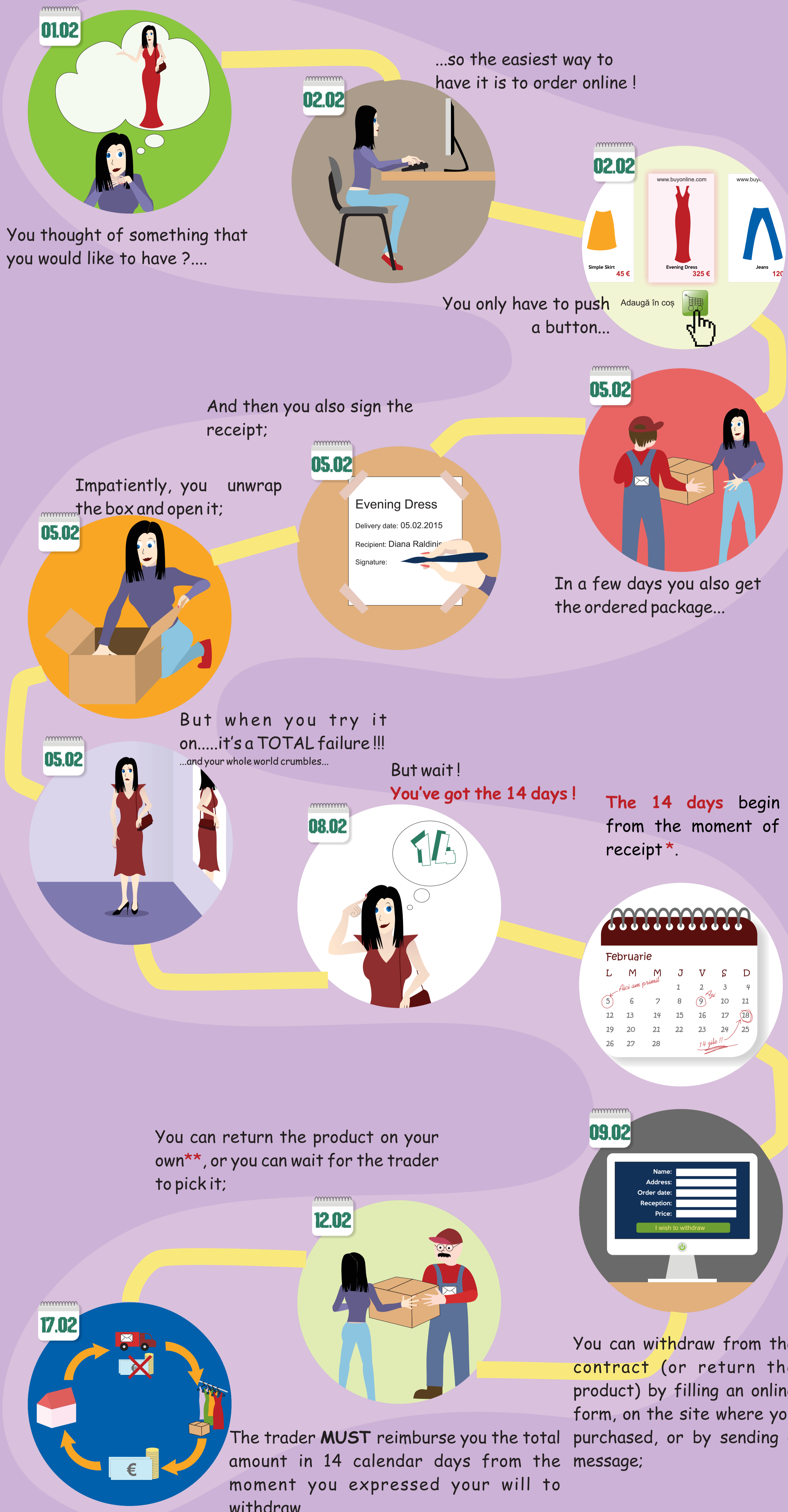


The Right to Withdraw from Online Contracts



Contracts that you cannot withdraw from

- perishable products;
- sealed products that may not be returned for hygienical reasons or health protection, and you've already unsealed;
- products that are inherently mixed with other elements after delivery, according to their nature;
- newspapers, magazines, excepting subscription contracts;
- products made according to your specifications, or obviously customized;
- Sealed audio or video recordings, sealed IT software, that were unsealed after delivery;
- contracts signed under an auction;
- transportation, accommodation, recreation, catering or car rental services

* If you were not informed on the right to withdraw, before signing the contract, the period that you can withdraw is 12 months.
** In case that you pay the courier for the return, you have no right to claim the compensation of its payment.