

General Terms of Use

Last updated: 30 September 2026

1. Purpose and acceptance

These General Terms of Use govern access to and use of the online store (www.alexphone.com), the customer area (accounts.alexphone.com), the help centre (support.alexphone.com) and the store-investment website (inversion.alexphone.com), hereinafter the "Websites", owned by AlexPhone, S.L., with Spanish tax ID (NIF) B09967787 and registered office at Carrer de Francesc Teixidó, 12, 08918 Badalona (Barcelona), Spain, registered with the Barcelona Companies Register, Volume 48279, Folio 2, Sheet B-578540, Entry 5 (hereinafter "AlexPhone").

By accessing or registering on the Websites you accept these terms and the Legal Notice. If you do not agree, do not use the Websites. The purchase of products is also governed by the Terms and Conditions of Sale and the Returns and Warranty Policy.

2. Access to the Websites

Access to the Websites is free of charge, except for the cost of your internet connection. Some services, such as the customer area, require registration. You must be over 18 years of age to make a purchase or create an account.

3. Customer account

- You can register with your email address and a password, or with your Google account.
- You must provide accurate details and keep them up to date.
- You are responsible for keeping your credentials confidential and for all activity carried out with your account. If you suspect unauthorised use, change your password and tell us at support@alexphone.es.
- The account is personal and non-transferable.
- You can close it at any time from **My profile**. Closing the account does not affect orders in progress or the statutory retention obligations described in the Privacy Policy.

4. User obligations

You undertake to use the Websites diligently, in accordance with the law, these terms and good faith. In particular, you must not:

- use the Websites for unlawful or fraudulent purposes or in a way that infringes third-party rights;
- impersonate another person or provide false details;
- place fraudulent orders or make fraudulent return, withdrawal or repair requests;
- introduce viruses or malicious code, or attempt to access restricted areas, other users' accounts or AlexPhone's systems;
- extract content or prices from the Websites in bulk or by automated means (scraping, bots or similar techniques), or circumvent the bot-protection measures;
- overload or damage the Websites or prevent their normal use by other users;
- send offensive, defamatory or unlawful content, or unsolicited advertising, through the forms.

5. Content you send us

When you send us information through the help-centre forms (enquiries, photographs of a device, fault descriptions or other content), you warrant that you are entitled to do so and that it does not infringe third-party rights. You authorise AlexPhone to use that content solely to handle your request.

6. Suspension and termination

AlexPhone may suspend or terminate, with prior notice where possible, the access or account of anyone who breaches these terms or makes fraudulent use of the Websites, without prejudice to any legal action and without affecting the rights that the law grants consumers in respect of orders already placed.

7. Liability

AlexPhone is not liable for damage arising from use of the Websites contrary to these terms, from interruptions or technical failures beyond its control, or from the presence of viruses or harmful elements introduced by third parties despite the security measures adopted. Nothing in these terms limits any liability that cannot legally be excluded towards consumers.

8. Intellectual property

The contents of the Websites are protected by intellectual and industrial property rights as described in the Legal Notice. Use of the Websites grants you no rights over them beyond those needed to browse and buy.

9. Data protection and cookies

The personal data you provide is processed in accordance with the Privacy Policy. The use of cookies is described in the Cookie Policy, and you can configure them at any time from the "Cookie settings" link in the footer.

10. Changes to the terms

AlexPhone may amend these terms to adapt them to regulatory, technical or service changes. The version in force is the one published on the Websites. If the changes are significant and you have an account, we will notify you.

11. Governing law and jurisdiction

These terms are governed by Spanish law. Any dispute shall be submitted to the courts having jurisdiction by law; where the user is a consumer, the courts of the consumer's domicile.

12. Contact

For any question about these terms: support@alexphone.es · <https://support.alexphone.com>.

This document is a translation of the Spanish original, provided for convenience. In the event of any discrepancy, the Spanish version shall prevail.