

Legal Notice

Last updated: 15 October 2026

1. Identification details

In compliance with Article 10 of Spanish Law 34/2002, of 11 July, on Information Society Services and Electronic Commerce (LSSI), the details of the owner of the Websites are provided below:

Item	Detail
Company name	AlexPhone, S.L.
Trading name	AlexPhone
Tax ID (NIF)	B09967787
Registered office	Carrer de Francesc Teixidó, 12, 08918 Badalona (Barcelona), Spain
Registration details	Barcelona Companies Register, Volume 48279, Folio 2, Sheet B-578540, Entry 5
Email	support@alexphone.es
Telephone	+34 935 95 87 26
Walk-in service	Calle Mallorca, 134, 08036 Barcelona, Spain
Websites	www.alexphone.com, accounts.alexphone.com, support.alexphone.com, inversion.alexphone.com

2. Purpose

This Legal Notice governs 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”. Accessing the Websites confers the status of user and implies acceptance of this Legal Notice and of the General Terms of Use.

The purchase of products is also governed by the Terms and Conditions of Sale and the Returns and Warranty Policy; the processing of personal data by the Privacy Policy; and the use of cookies by the Cookie Policy.

3. Access to and use of the Websites

Access to the Websites is free of charge, except for the cost of the connection charged by the user's chosen provider. No registration is needed to browse; some services, such as purchasing or the customer area, may require registration under the General Terms of Use.

The user undertakes to use the Websites in accordance with the law, this Legal Notice, good faith and public order, and not to use them for unlawful purposes or purposes harmful to AlexPhone or third parties, or in any way that could damage or disable them or prevent their normal use by other users.

4. Intellectual and industrial property

The Websites and their contents (texts, photographs, graphics, logos, trademarks, design, source code and other elements) are owned by AlexPhone or by third parties who have authorised their use, and are protected by intellectual and industrial property law. The “AlexPhone” trademark and its logos and distinctive signs are owned by AlexPhone.

Their reproduction, distribution, public communication, transformation or any other form of exploitation without AlexPhone's prior written authorisation is prohibited, except for the personal and private use needed

to browse the Websites. Accessing the Websites does not grant the user any rights over their contents, and unauthorised use may give rise to the appropriate legal action.

The trademarks and names of manufacturers (for example Apple, iPhone or Samsung) that appear on the Websites belong to their respective owners and are used solely to identify the refurbished products offered. AlexPhone is not an authorised distributor of those manufacturers and is not affiliated with or sponsored by them.

To report any possible infringement of intellectual or industrial property rights, write to support@alexphone.es.

5. Liability for content

AlexPhone endeavours to keep the information on the Websites accurate and up to date, and will correct any error as soon as it becomes aware of it. It is not liable for damage arising from errors or omissions in the content, except where liability cannot legally be excluded.

In accordance with Articles 16 and 17 of the LSSI, AlexPhone is not liable for third-party content hosted on or linked from the Websites where it has no actual knowledge of its unlawfulness or, if it has such knowledge, acts diligently to remove it or disable access to it.

6. Links

The Websites may contain links to third-party sites. AlexPhone does not control or endorse that content and is not responsible for it; including a link does not imply recommendation, association or endorsement. If you become aware that a link leads to unlawful or inappropriate content, tell us at support@alexphone.es and we will remove it.

Linking to the home page or to specific pages of the Websites is permitted, provided that the link does not mislead as to the relationship with AlexPhone, does not reproduce the content within another site (framing) and is not placed on pages with unlawful content.

7. Availability and security of the Websites

AlexPhone endeavours to keep the Websites continuously available but does not guarantee the absence of interruptions or errors. It may temporarily suspend access for maintenance, updates or security, or for reasons beyond its control.

To the extent permitted by law, AlexPhone is not liable for:

- interruptions, delays or access failures caused by technical issues, maintenance, network overload or other reasons beyond its reasonable control;
- viruses or other harmful elements introduced by third parties that may affect the user's systems, the user being responsible for having suitable protection tools;
- damage arising from improper or unlawful use of the Websites by the user.

All of the above is without prejudice to any liability that AlexPhone has towards consumers by law.

8. Data protection and cookies

The processing of personal data is described in the Privacy Policy, and the use of cookies and similar technologies in the Cookie Policy, both available on the Websites.

9. Communications

For any communication relating to the Websites, you can write to support@alexphone.es. AlexPhone will contact you using the contact details you have provided to us.

10. Amendments

AlexPhone may amend this Legal Notice at any time. The version in force is the one published on the Websites, with its last-updated date.

11. Severability

If any provision of this Legal Notice is declared null or ineffective, in whole or in part, the remaining provisions shall remain valid, and the affected provision shall be replaced by a lawful one that comes as close as possible to its purpose.

12. Governing law and jurisdiction

This Legal Notice is 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.

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