GENERAL TERMS AND CONDITIONS OF SALE

https://tequilasu.com/

1. SELLER IDENTIFICATION AND SCOPE

The online store hosted at https://tequilasu.com/ (hereinafter, the "Website") is operated by SPECIAL MEASURE, S.L., Spanish Tax Identification Number (NIF) B56563091, registered with the Commercial Registry of Gipuzkoa, Volume 3122, Page 45, Record 45557, with its registered office at C/ Irigoyen, 4, 20009 Donostia, Spain, and contact email info@tequilasu.com (hereinafter, "SŨ TEQUILA").

These terms and conditions govern purchases of products sold through the Website by consumers.

Before confirming an order, customers must be able to consult these terms and conditions, together with the Legal Notice and Privacy Policy.

2. REQUIREMENTS FOR PURCHASING

The sale of alcoholic beverages is restricted to persons aged 18 or over. By placing an order, the customer declares that they meet this requirement, provide accurate information and have legal capacity to enter into a contract. SŨ TEQUILA may implement proportionate age-verification procedures and will not complete delivery where the customer cannot prove that they are of legal age under the applicable checks.

3. PRODUCTS, PRICES AND TAXES

The products offered are alcoholic beverages under the SŨ TEQUILA brand. Their essential characteristics, size and availability are shown on the respective product pages.

The listed retail prices for the current products are SŨ Blanco: €39.00 and SŨ Reposado: €49.00 per bottle, including applicable taxes for sales in the relevant tax territory. These prices may be updated on the Website; the price shown and accepted when the order is confirmed will always apply. Promotions will not affect orders already confirmed.

Before payment, the total order amount will be displayed, with a breakdown of shipping charges and any other amounts required by law. No hidden charges will be applied.

4. SHIPPING POLICY AND DELIVERY CHARGES

Shipping costs €5.00 per bottle. Shipping is free for orders of €120.00 or more.

This policy applies to the enabled delivery areas: mainland Spain, the Balearic Islands, the Canary Islands, Ceuta and Melilla, subject to any exclusions arising from legal, transport or tax restrictions, which will be communicated before checkout is completed.

The total order amount and, where applicable, shipping charges and applicable taxes will be displayed before payment is confirmed.

The estimated delivery time will be communicated during checkout according to destination and carrier. Unless otherwise agreed or legally justified circumstances apply, delivery will take place within the statutory maximum period of 30 calendar days from conclusion of the contract. If the stated deadline cannot be met, SŨ TEQUILA will inform the customer and offer the alternatives provided by law.

Customers must provide a complete delivery address. If a package arrives damaged, customers are advised to report this as soon as possible to info@tequilasu.com, quoting their order number. This recommendation does not limit statutory consumer rights.

5. ORDERING PROCESS, ACCEPTANCE AND PAYMENT

Customers select the products, review their basket, enter their details and choose an available payment method. Before confirming the order, they may correct errors and consult the total price, shipping charges, estimated delivery time, these terms and conditions and the returns and withdrawal policies.

To place an order, customers must expressly tick an initially unchecked box accepting these terms and conditions, with an accessible link to this document. Acceptance cannot be inferred merely from using the Website. The final button must clearly indicate that placing the order entails an obligation to pay, using wording such as “Place order with obligation to pay”.

Accepted payment methods are credit or debit card, Bizum and bank transfer. Payment processing and authentication will take place in accordance with the selected method and the information provided before payment. S· TEQUILA will send an order confirmation to the email address provided, on a durable medium.

6. AVAILABILITY AND CANCELLATIONS

Orders are subject to availability. If, exceptionally, a paid-for item cannot be supplied, the customer will be informed and the amount paid for that item will be refunded, without prejudice to any other applicable rights. To request cancellation before dispatch, customers may email info@tequilasu.com quoting their order number.

7. RIGHT OF WITHDRAWAL: 14-DAY PERIOD

Where acting as a consumer, the customer has 14 calendar days to withdraw from the purchase without giving a reason, starting on the day on which the customer or a third party designated by them, other than the carrier, physically receives the product. If several items from the same order are delivered separately, the period begins upon receipt of the last item.

To exercise this right, the customer must notify info@tequilasu.com of their decision to withdraw by means of an unequivocal statement before the deadline expires. They may use the model form included at the end of these terms and conditions, but doing so is not mandatory.

The customer must return the goods without undue delay and, in any event, within 14 calendar days of notifying withdrawal, to: CODITRAL S.L., Av. de las Arboledas, 32, 28341 Valdemoro, Madrid, Spain. Customers are advised to make contact beforehand to obtain shipping instructions. The consumer bears the direct cost of returning goods in cases of voluntary withdrawal unless SÜ TEQUILA states otherwise or is legally required to bear that cost.

SÜ TEQUILA will refund the amounts received, including the initial standard delivery costs where applicable, without undue delay and within 14 calendar days of being informed of the withdrawal. It may withhold reimbursement until it has received the goods or evidence that they have been sent back, whichever is earlier. Reimbursement will be made using the original payment method, unless expressly agreed otherwise, at no additional cost to the consumer. Any extra delivery cost beyond the least expensive standard delivery option need not be refunded.

The customer is liable for any diminished value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods. Exceptions to withdrawal apply only where provided by applicable law, including sealed goods unsuitable for return for health-protection or hygiene reasons if unsealed after delivery, where the legal requirements for that exception are actually met. Merely opening outer packaging does not automatically remove the right of withdrawal.

8. DEFECTIVE PRODUCTS, BREAKAGES OR INCORRECT DELIVERIES

If an order is incorrect, arrives damaged or does not conform to the contract, the consumer may email info@tequilasu.com with the order number, a description and, where available, photographs. SŨ TEQUILA will provide instructions and will bear shipping costs arising from a return due to non-conformity where legally required.

In such cases, the consumer's statutory rights to having goods brought into conformity, replacement, a price reduction or termination of the contract will apply as appropriate. These terms do not restrict the applicable statutory guarantee, including liability for non-conformities that become apparent within three years of delivery, subject to the terms established by law.

9. CUSTOMER SERVICE AND COMPLAINTS

For incidents, enquiries or complaints, contact info@tequilasu.com and, where applicable, provide the order number. Consumers may contact the competent consumer authorities and bodies and use the relevant alternative dispute resolution procedures. The former European ODR platform ceased operating on 20 July 2025 and is therefore not included as a complaints channel.

10. DATA PROTECTION

Personal data provided during a purchase will be processed in accordance with the Privacy Policy published at https://tequilasu.com/ and applicable data protection law. Making a purchase does not automatically constitute consent to marketing communications unnecessary for processing the order.

11. GOVERNING LAW AND CONSUMER RIGHTS

These terms and conditions are governed by Spanish law, without prejudice to any mandatory consumer protection rules that may apply. Disputes will be submitted to the courts having jurisdiction under applicable procedural rules, without requiring consumers to waive their statutory rights.

12. MODEL WITHDRAWAL FORM

To SPECIAL MEASURE, S.L. / SŨ TEQUILA — info@tequilasu.com:

I hereby give notice that I withdraw from my contract of sale for the following product(s): _____. Order number: _____. Ordered on: _____. Received on: _____. Full name: _____. Address: _____. Date: _____. Signature (only if submitted on paper): _____.

Internal publication note (remove from final version): confirm any delivery exclusions, checkout link and English-language website version. Legal review recommended prior to publication.