
GENERAL TERMS AND CONDITIONS OF CONTRACT

1. Legal Framework

In compliance with current regulations, SPANJECAMPER S.L., which operates online through this website IBEROCAMPER.COM, details below the general terms and conditions for the purchase of the products and/or services offered through it, which give rise to the rights and obligations of the parties.

2. Identification

These General Terms and Conditions of Contract (hereinafter "Terms") govern the relationship between SPANJECAMPER S.L. (hereinafter the "Provider") and its customers (hereinafter the "User") regarding all transactions carried out through the online store.

2.1.- Bidding Company

COMPANY NAME: SPANJECAMPER S.L.
TRADE NAME: IBEROCAMPER
TAX ID: B93473825
ADDRESS: APARTADO DE CORREOS 69
CITY: MIJAS
PROVINCE: MÁLAGA
POSTAL CODE: 29650
TELEPHONE: 609120233
EMAIL: info@iberocamper.com

And on the other hand:

2.2.- The User

The term "user" or "customer" shall refer to the internet user who acquires this status by registering on the website using a form and who is assigned a username and password, for which they are fully responsible for use and safekeeping, and are responsible for the accuracy of the personal data provided to the provider, as we will see in the User Registration section.

3. Acceptance

By accepting these Terms and Conditions, the User declares:

1. That they are a person with the legal capacity to enter into contracts according to current regulations.
2. That they have read and accept these Terms and Conditions.

4. Availability

The User will always have access to the Terms and Conditions prior to initiating the product purchase process, and these may be stored and/or reproduced on a durable medium.

5. Validity or Duration

The validity period of these Terms and Conditions and specific purchase conditions will be the time they remain published on the aforementioned website and will apply from the moment the User uses the website and/or proceeds to purchase any products.

6. Modifications

The provider reserves the right to unilaterally modify these Terms and Conditions, without this affecting goods or promotions acquired by the User prior to the modification.

The User agrees to carefully read the terms and conditions each time they purchase a product, as these may have been modified since their last access.

7. Severability

If any clause included in these Terms and Conditions is declared wholly or partially null or ineffective, such nullity will only affect that provision or the part thereof that is null or ineffective, and the remaining Terms and Conditions will remain in full force and effect.

8. Purpose of the Contract

The purpose of this contract is to regulate the contractual relationship of sale and purchase established between the provider and the user when the latter accepts the purchase during the online contracting process through the mechanisms described below. The contractual relationship of sale entails the delivery, in exchange for a price determined and publicly displayed on the website, of one or more specific products. Each of these products may be subject to specific regulations through the particular terms and conditions of each product, which will be detailed in the warranty, returns, and cancellation section, or in the product's technical specifications, due to the different formats in which the products are sold, their packaging, or their very nature.

9. User Registration

Users may register on the website, only through the online booking system. To do so, they will enter the required personal data, which are mandatory: first and last name, age, and telephone number.

Booking is easy. Just follow these steps: Choose the motorhome that best suits you. Go to bookings and fill out the application form. This is not yet a booking; it is simply asking us if the motorhome is available. If it's available, you'll receive a no-obligation, all-inclusive quote. After receiving confirmation, you can finalize your booking by emailing or calling us. You can make the initial payment online using iDEAL, Visa, MasterCard, or Maestro, or by bank transfer.

10. Geographic Scope

This website, IBEROCAMPER.COM, operates worldwide. Please note that both the collection and return of the motorhome will be at the MIJAS office or at MALAGA AIRPORT (MIJAS TRANSFER). Hereinafter, this geographic area will be referred to as "the Territory." Use of this website, as well as any reservation made through it, is considered to have been made in Spain and is therefore subject to current Spanish laws and regulations.

11. Product Information

The Provider pays close attention to providing information regarding the characteristics of the products through technical descriptions and photographs that illustrate the motorhomes. This product description will include a contact form should you wish to obtain more detailed information.

12. Taxes, Currency, and Shipping Costs

In accordance with current regulations, all purchases made through the website will be subject to Value Added Tax (VAT).

All prices will be expressed in Euros (€).

13. Language of the Contract

The contracting procedure and pre-contractual information are available in Spanish, English, and Dutch, and these will be the languages used to complete the contract.

14. Steps in the Contracting/Purchase Process

14.1. Registration

To begin the online booking process for motorhomes on the website IBEROCAMPER.COM, you must fill in the required information requested on the page that appears when you select the motorhome model you wish to reserve: name, surname, age, and telephone number.

14.2. Purchase Process

The booking process is quick and easy.

- Summary of the reservation added to the shopping cart.
- Guest checkout method.
- Pickup information.
- Payment information.
- Provisions to consider during the purchase process.

15. Product Availability

The reserved product is in stock. If the selected motorhome is not available for the chosen dates, the system will inform you, only allowing you to reserve motorhomes that are available.

16. Product Types

The website offers a wide variety of the best motorhomes and campervans at very competitive prices, organized into categories for easy searching.

17. Maximum Order Amount

There is no maximum order amount.

18. How to Modify or Cancel My Order

You can change a model or modify/extend dates.

To cancel an order after making the reservation, please contact us at info@iberocamper.com. See the Customer Service section.

19. Shipping Costs, Methods, and Delivery Time

The reservation fee will depend on the season:

LOW SEASON: JANUARY 1 TO MARCH 31, OCTOBER 1 TO DECEMBER 31.

MID SEASON: APRIL 1 TO JUNE 30, SEPTEMBER 1 TO 30.

PEAK SEASON: JULY 1 TO AUGUST 31, and Easter week.

MINIMUM RENTAL PERIOD

LOW SEASON: 7 DAYS - UNLIMITED MILEAGE

MID SEASON: 7 DAYS - UNLIMITED MILEAGE

HIGH SEASON: 7 DAYS - UNLIMITED MILEAGE

WEEKEND TRIPS (ON REQUEST): 3-6 DAYS, 266 KILOMETERS FREE/DAY,

OTHER KMS €0.30/KM

OTHER OPTIONS:

AIRPORT OR HOTEL DELIVERY/PICKUP (IF NOT INCLUDED IN THE PRICE): €55.00

TRANSPORT PACKAGE: 2 GAS CYLINDERS AND CHEMICAL TOILET PRODUCTS (IF NOT INCLUDED IN THE PRICE): €50.00

BEDDING PACKAGE: SET Sheets, duvets, pillows, and towel set (if not included in the price): €24.00

KITCHENWARE PACKAGE: glassware, cutlery, set of pans, coffee maker, etc. (if not included in the price): €42.00

Other options: bicycles, barbecue, surfboards, bodyboards, etc. - Price upon request

Request a no-obligation quote or book directly online.¹

20. Delivery time

The delivery and return date of the vehicle is stipulated at the time of booking/reservation.

21. Invoice

Where can I find my invoice? The invoice will always be provided in printed form at the time of vehicle collection. If the customer needs it sooner, it can be requested and sent by email.

22. Value Added Tax

In accordance with current regulations, all purchases made through the website will be subject to Value Added Tax (VAT).

23. Payment Methods

Generally, the User may choose the payment method:

A) By credit/debit card, for which they will provide, among other things:

(i) name and surname;

(ii) card number;

(iii) CVV/CVC;

(iv) card expiration date;

Once you have validated all the information about your reservation, an option will appear to choose which payment method you wish to use and enter your details.

If the payment platform reports that the card has been declined, the order will be automatically canceled, and the customer will be informed online and at that time of the cancellation, as mentioned above. Payments cannot be made with cards issued outside of Spain.

B) By bank transfer

You must make the transfer to the account that will be indicated to you.

IMPORTANT: as the transfer reference, you must only indicate the order number that will be provided to you. Transfers are reserved for reservations made by email. **CASH ON DELIVERY IS NOT ACCEPTED.**

Your card details will not be stored in our database, as they will be entered on the secure website of your chosen bank.

24. General Provisions Regarding the Payment Process

- The payment order given by the User necessarily implies acceptance of these General Terms and Conditions, as well as the specific terms and conditions of the order.
- For any payment method chosen by the User, all payments will be subject to the terms and conditions applicable to the User by the participating financial institutions or secure payment platforms (e.g., Visa, Mastercard, etc.).
- Once the payment has been successfully processed, the User will receive a confirmation email detailing the essential terms of the transaction:
 - Services contracted, and a description of the service provided.

In any case, the User will always have access to their reservation information through the website.

The Provider reserves the right to cancel payments if there are indications of fraudulent activity, reporting any conduct that may warrant investigation to the appropriate authorities for fraud prevention purposes.

25. Returns of defective, damaged, or incorrect products, or exercising the right of

withdrawal: You may cancel your reservation according to the website's terms and conditions. For more information, please contact us through our website's contact form or by phone; see our Customer Service section.

26. Exceptions to the Right of Withdrawal

The right of withdrawal does not apply to the delivery of:

- a) The provision of services, once the service has been fully performed, and if the contract imposes a payment obligation on the consumer or user, when the performance has begun with the consumer's express prior consent and with their knowledge that, once the business has fully performed the contract, they will have lost their right of withdrawal.
- b) The supply of goods or the provision of services whose price depends on fluctuations in the financial market that the business cannot control and that may occur during the withdrawal period.
- c) The supply of goods made to the consumer's specifications or clearly personalized.
- d) The supply of goods that may deteriorate or expire rapidly.
- e) The supply of sealed goods that are not suitable for return due to health protection or hygiene reasons and that have been unsealed after delivery.
- f) The supply of goods that, after delivery and taking into account their nature, have been inseparably mixed with other goods.
- g) The supply of alcoholic beverages whose price has been agreed upon at the time of entering into the sales contract and which cannot be delivered before 30 days, and whose actual value depends on market fluctuations beyond the trader's control.
- h) Contracts in which the consumer has specifically requested the trader to visit them to carry out urgent repairs or maintenance; if, during that visit, the trader provides services in addition to those specifically requested by the consumer or supplies goods other than the replacement parts necessarily used to carry out the repairs or maintenance, the right of withdrawal applies to those additional services or goods.
- (i) The supply of sealed audio or video recordings or sealed computer software that have been unsealed by the consumer after delivery.
- (j) The supply of daily newspapers, periodicals, or magazines, with the exception of subscription contracts for the supply of such publications.
- (k) Contracts concluded by public auction.
- (l) The supply of accommodation services for purposes other than residential use, transport of goods, car rental, catering, or services related to leisure activities, if the contracts provide for a specific date or period of performance.
- (m) The supply of digital content not provided on a tangible medium when performance has begun and, if the contract imposes a payment obligation on the consumer, when the following conditions are met:
 1. The consumer has given prior consent to commence performance during the withdrawal period.
 2. The consumer has acknowledged that, consequently, they lose their right of withdrawal; and
 3. The trader has provided confirmation pursuant to Article 98.7 or Article 99.2. 27. Customer

Service: Help, Suggestions, and Complaints

You can contact our Customer Service at any time for help, suggestions, or complaints by emailing info@iberocamper.com or calling +34 952 48 67 15 or +34 609 120 233, Monday to Friday from 9:30 a.m. to 7:00 p.m. and Saturday and Sunday from 10:30 a.m. to 3:00 p.m.

28. Product Warranty

29. Provider's Rights

- To maintain, modify, or suspend its website without prior notice.
- To modify the price of offers.
- To reject orders due to lack of stock or customer non-payment.
- To deny access to computer tools to customers in case of breach of these conditions.
- To collect payment for customer purchases once the transaction is accepted.
- To reserve the domain and retain full ownership of the item until full payment is received from the customer.
- Not to reproduce, sell, or otherwise dispose of the information published by the Provider in any of its content without the company's express permission.
- To correct or amend human or computer errors.

30. Limitation of Liability

All information provided by the User to the Provider through the corresponding forms must be truthful. It is the User's responsibility to keep the data provided to the Provider duly updated. In any case, the Provider is exempt from any liability for damages or losses caused as a result of providing false, insufficient, inaccurate, or incorrect information.

Access to the website does not imply any obligation on the part of the Provider to verify the authenticity, suitability, completeness, accuracy, adequacy, and updating of the information provided by the User through the corresponding forms.

The Provider will not be liable in those cases where it is the responsibility of the parents, guardians, or legal representatives of Users who are minors or incapacitated persons to authorize access, provision of personal information, or use of the website or the contracting of any products or services provided through the applications or web platform. It will be the responsibility of the aforementioned parents, guardians, or legal representatives to supervise the access and use of the minor or incapacitated person and the

contracting of products and services provided through IBEROCAMPER.COM

Users' access to the Content does not imply any obligation on the part of the Provider to monitor for the absence of viruses or other harmful computer elements that may have a damaging effect on the User's computer equipment. In any case, it is the User's responsibility to have the necessary tools to detect such viruses or harmful computer elements. Consequently, the Provider will not be liable for any damage caused to the computer equipment of Users or third parties during access to the Content.

The Provider will not be liable for interruptions in electrical or telecommunications services that prevent users from using the services offered.

31. Applicable Law and Jurisdiction

These conditions will be governed by and construed in accordance with Spanish law in all matters not expressly provided for herein. The provider and the user agree to submit any dispute that may arise from the provision of the products or services covered by these terms and conditions to the Courts of the user's domicile.

If the user is domiciled outside of Spain, the provider and the user expressly waive any other jurisdiction and submit to the Courts of the domicile of the website owner.

32. Dispute Resolution and Alternative Methods

In accordance with current consumer legislation in Spain and the European Union, we inform our clients that, in the event of a dispute, they may resort to impartial and extrajudicial alternative dispute resolution (ADR) mechanisms.

As of July 20, 2025, the European Commission's Online Dispute Resolution (ODR) platform will cease to be operational. However, other alternative methods remain available:

Methods available in Spain:

- Alternative Dispute Resolution Centers accredited by the European Union, available through the Ministry of Consumer Affairs:

<https://www.consumo.gob.es>

- Consumer Arbitration Boards, available to resolve claims against companies adhering to the system free of charge and on a voluntary basis:

<https://www.portalconsumo.es/arbitraje>

- European Consumer Centre in Spain (CEC Spain), for cross-border claims within the EU:

<https://cec.consumo.gob.es>

You can also contact:

Municipal and Regional Consumer Information Offices (OMIC/OCIC).

- Sectoral Mediation Bodies depending on the activity (energy, telecommunications, insurance, transport, etc.) whenever applicable.