



VENEQUIP CURAÇAO PRIVACY POLICY

Venequip Curacao respects your right to privacy. This policy outlines the personally identifiable information we may collect and how we may use it. This policy also describes other important topics related to your privacy.

By using the Venequip Curacao Internet Site and submitting information through this site you agree to the terms of this Privacy Policy and consent to the collection, use and disclosure of such information as described in this Policy. And in the applicable Website or Country Privacy Statements, and all applicable privacy and data protection laws.

You can trust that Venequip Curacao has adopted all the necessary technical and organizational measures to guarantee the security and confidentiality of your personal information, and to avoid any improper manipulation, accidental loss, destruction or unauthorized access by third parties to this information using the adequate means of counteracting them.

1. INFORMATION WE COLLECT THROUGH OUR WEBSITES

We only collect the personal data that you wish to provide us, or that is necessary to provide you with our products and services, and for the purposes described in point 2 of these terms that you freely accept. We collect direct personal information such as name, address, telephone, email; the one that is expressly indicated on our websites through electronic forms or other formats and the one that you provide us indirectly, through cookies (information on user preferences when visiting a web page), connections and information systems.

2. PURPOSES OF PROCESSING YOUR PERSONAL DATA

The personal data that you freely provide through the Venequip Curacao N.V. They will be treated for the following purposes: attend to queries or claims and follow up on them; send information or advertising about our organization's products and services; invite you to participate in our workshops, trainings, contests, surveys, among other activities or events, market research or commercial research or statistics; perform billing processes; electronic commerce; manage your application for a current or future vacancy at Venequip Curacao, update or verify your information; or, as a reference source. Your data will also be used to manage, support and obtain information about the quality of our products and services and to prevent breaches (alterations) to our security, the law and contractual terms.

Considering the purposes described and that sometimes the treatment of your information corresponds to the fulfillment of legal obligations, you grant your consent indefinitely.

3. ACCESS AND TRANSFER

Venequip Curacao N.V. will never share your personal data with third parties for a purpose other than that expressed in this policy. Venequip Curacao may share your personal information with other companies and entities that are part of Venequip Curacao for the purposes indicated here. Venequip Curacao may also share your personal data with third parties which may be located inside and outside the national territory, but only under strictly limited circumstances such as those indicated below:

We may provide your personal data to third parties (such as our Internet service providers, website administrators and social media account managers, courier services, transport providers, workshop or training providers, customers, etc.) who help us maintain and manage this or other Venequip Curacao sites (including but not limited to the pages and accounts that Venequip Curacao maintains on social networks). These third parties may be located in a territory other than Curacao.

We can also provide your personal data to Public Administration bodies and competent authorities if we are required to do so by virtue of obligations established by law. In some cases, we must also provide your personal information to the aforementioned entities in order to carry out a legal, judicial and/or administrative process; to answer any claim or demand; or to protect the legitimate rights of the company, its customers and any other users.

In exceptional situations, it will be necessary for us to provide your personal information to potential buyers of any line of business of Venequip Curacao. You are assured that this will be done only in those cases in which there is a confidentiality agreement regarding the processing of your personal information and respecting the purposes for which you have consented to the processing of your data.

4. USE OF COOKIES AND TRACKING TECHNOLOGIES

Venequip Curacao uses tracking technology ("Cookies") to collect personal information, such as browser type and operating system, referring page, progress through the site, ISP domain, among others, in order to understand how that visitors use the Venequip Curacao sites. The use of cookies helps us to design this website according to your needs.

Venequip Curacao saves all cookie information in formats that do not allow the owner to be identified. Without prejudice to this, said information will not be shared with third parties and will not be used to send unsolicited communications.

5. USE OF THE VENEQUIP CURACAO WEBSITE BY MINORS

Venequip Curacao websites are not designed or intended for minors and, accordingly, do not collect data from minors. If you are a minor, please do not use the Websites. If you are under 18 years of age and over 14, you must have the authorization of your parents or guardians to use this website.

6. MODIFICATIONS TO THIS PRIVACY POLICY

Due to the continuous improvement of our processes, Venequip Curacao may make changes and corrections to this Privacy Policy, to which you agree. Please check these terms regularly to see what changes may have occurred and how they may affect you.

7. SHIPPING POLICY:

All orders are processed within 1 to 3 business days (excluding weekends and holidays) after receiving your order confirmation email.

IN-STORE PICKUP

In-store pick up is available Monday to Friday between 8:00 a.m. – 12:00 p.m. and 01:00 p.m. - 5:00 p.m. An email will be sent when your order is ready for pickup. You will also receive a call from our team.

LOCAL DELIVERY

Internal shipping charges in Curaçao depending on the area:

- Central Area: 7\$
- Bandabou: 15\$
- Bandariba: 9\$

8. INTERNATIONAL VOLUMETRIC SHIPPING – (For out of stock Items):

We offer international shipments to bring to Curacao from abroad, the spare parts that we do not have available in our stock.

We called this shipment “Volumetric Shipping” and it’s based on the measures, weigh and rates offered for our carrier DHL and others. Our system will calculate automatically, based on the data above mentioned, your shipment cost to bring the parts to Curacao.

9. REFUNDS, RETURNS, AND EXCHANGES

If you're looking to return or exchange your order, we're here to help! We offer free returns within 5 days of purchase. You can return your product for store credit, a different product, or a refund to the original payment method.

Please note the following exceptions to our return and refund policy:

- Time lapse for returned items must be between 1 to 5 days.
- Discounted items are final and cannot be returned or exchanged.
- Returned items must have no visible signs of wear or use.
- Items identified as "Non-Returnable" cannot be returned.
- We do not accept return of electronic parts/components.
- It is mandatory to submit proof of purchase.

This Privacy Policy sets out our practices that apply to the information you provide to us or that we collect from you when you use the Site.

By using the Website, you accept the terms of this Policy. If you are not in agreement with the terms of this Policy, please do not use the Site. We reserve the right to change this Policy at our discretion.