

# USER AGREEMENT

Effective March 1, 2023

1. If you want to update your personal information, ask any questions about the Product, or terminate your agreement with the Company, you need to write an email to [support@tudtoy.com](mailto:support@tudtoy.com).
2. You agree that the developer of the Site can change the content and terms of the User Agreement unilaterally at any time. Such changes take effect from the moment they are published on the Site and will apply to this User Agreement.
3. By clicking the "I AGREE" button, you accept the terms of the User Agreement.

The Product Distributor (PVL DIGITAL LTD, registered address: 5 Hornbeam Court, Great Wymondley, Hitchin, England, SG4 7ER) invites anyone to purchase a limited edition art toy by accepting the terms of the User Agreement (acceptance).

## 1. Terms and definitions:

**Site / Service** — website <https://tudtoy.com>, as well as related services and products offered to the Users of the Service.

**User** — an individual who uses the Website for making purchases.

## 2. Products

2.1. TUD — is a limited edition art toy made from high-quality recycled plastic.

2.1.. A User can purchase one of the following Products:

- TUD X PUNKMETENDER — \$ 3 665
- TUD X MIKE TYSON — \$ 2 990
- TUD X PANTONE — \$ 2 690
- TUD X MICHAEL JACKSON — \$ 2 990
- TUD x JEAN-MICHEL BASQUIAT (M) — \$ 2 990
- TUD x JEAN-MICHEL BASQUIAT (L) — \$ 3 490

## 3. Refund policy

3.1 Refunds are available within 14 days after receiving the Product provided that the customer shipped and delivered the product back to the Service.

3.2 After receiving the return from the User and inspecting the condition of the item(s), the Service will process the return. Refunds may take 1-2 billing cycles to appear on the User's credit card statement, depending on the User's credit card provider. The Service will notify the User by email when the return has been processed.

## 4. Return process

4.1 All returns must be postmarked within 5 days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

4.2 To return an item, the User should email the customer service to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and mail the return to the address provided by the Service.

## **5. Special Provisions**

5.1 All disputes between the Service and the User shall be resolved in accordance with the laws of Estonia.

5.2 The Company has the right to deactivate or delete the User's account if it considers that the User is damaging the Company or negatively affecting its reputation by his or her actions, such as:

- publication of inaccurate/false information about the Service, dissemination of information that discredits the Service;
- misleading potential users about possible rewards/income received in the Service;
- misleading potential users about his or her relationship with the Company; creating and maintaining accounts or publishing materials on the Internet on behalf of the Company without its consent;
- aggressive or obsessive behavior towards other Users of the Service;
- using programs and taking actions for the purpose of (illegally) obtaining information about other Users of the Service, their accounts, balance, and other data, as well as for the purpose of disrupting the operation of the Service;
- committing other actions that discredit the honor and dignity of the Company.