

YOUR CONTRACT "STEP BY STEP"

(Transparency as a letter of introduction)



**TRANSPARENCY
PORTAL**

Professional Direct Sales

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INTRODUCTION

A very important aspect in understanding the information we provide is that it enables you to **"visualise the entire process of your purchase"**, that is, to easily grasp the sales process through its key elements; so that simply by viewing a representation of them, you gain a clear understanding of the purchase you are about to make.

This is what is offered to you in this section, in which **"step by step"** you are guided through your contract from the key operational aspects: **"from the courtesy call to the delivery of the requested product"**

All of this is closely linked to the information provided in the Transparency Protocol.

First step: Courtesy call

Our direct and personalised sales begin with a **"courtesy call"**.

A necessary communication, courteous and polite, which aims to inform you of the **"bonuses you have earned"**, or the opportunity to join the **"Planeta Privileges Club"**, enabling you to access, under the best conditions, high-end products (leisure and culture, health and wellness, travel, gastronomy, home and services, etc.). Generally, whether you are a customer or not, this also serves to offer you our latest product catalogue (**"you are sure to find something of interest"**).

Please remember that, from this very first courtesy call, the **"Transparency Protocol is activated"**, as our sales representative will formally identify themselves and provide the Planeta website, where you can access all this information in advance (**transparency is our letter of introduction**).

Please use this initial call to ask any questions you may have and to clarify any doubts; our sales representatives are entirely at your disposal.

Second step: Visit and presentation

The next step in our personalised and transparent business relationship, if agreed during the call, is the **"visit and presentation"** by our sales representative on the day, and at time and place you have specified.

Thanking you in advance for your courtesy, the first thing our sales representative will do is formally introduce and identify themselves using their **"Editorial Planeta identification card"** on their tablet. This is an essential requirement to continue the meeting. If the sales representative does not properly identify themselves, please do not continue with the meeting and inform us of the issue. Thank you.

Third step: Transparent and supervised offer from start to finish, with all pre-contractual information available

Following the introduction and identification of our sales representative, to ensure **"your purchase is responsible and secure"**, we have overseen the entire commercial offer process and its related procedures.

This is the next step we wish to highlight, as our sales representative will explain our offer to you, always in accordance with the supervision set out in the **"Transparency Protocol, also installed on their tablet"**.

This digital system allows you to **"view and understand the entire process of your purchase, from start to finish and without interruptions"**. All of this with prior access to the **"pre-contractual information"**, which is essential for the validity and security of the purchase you wish to make.

Fourth step: Transparent, secure and responsible purchase (a straightforward and accessible process)

As we have indicated, the digital system of our marketing process **"enables"** a straightforward and accessible operation, allowing you to follow it personally and without difficulty, since **"with just two clicks"** the system guarantees a transparent, responsible and secure purchase.

Indeed, with the **first click (your transparent and responsible purchase)**, you will access our Website and receive **"via e-mail or on your mobile phone"** the Transparency Protocol and the pre-contractual information, as well as the responsible purchase document.

With a **second click (your secure purchase)**, an independent service provider (**Logalty**) will issue an **"electronic certificate"** of the purchase you have made, containing all relevant data for a **"notarial and electronic verification of the contract concluded"**. All this is for your complete peace of mind regarding the purchase made.

Fifth step: Fast delivery to your home; with personalised attention

This is the next step in the purchase of our exclusive products.

Although we have a maximum delivery term of 30 calendar days, we can confirm that **the term is usually reduced to just between 7 and 10 days from the date the order is placed**.

Finally, please remember that throughout the entire sales process you will be personally assisted by our sales representative. Likewise, our Customer Service telephone line remains available to you at all times, without interruption.