

DELIVERY POLICY

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DELIVERY POLICY

The Product Delivery Policy below is an integral part of the Terms of Conditions of Use.

1. Identification

This site is owned, maintained and operated by Network Easy Brazil, with address at Rua Getúlio Vargas, 70 - 2nd floor. CEP: 88340-000. Center - Camboriú - SC, CNPJ under no. 12,899,955 / 0001-01, with e-mail addressatendimento@redefacilbrasil.com.br.

2. Contact

Should the client require any further information, clarification or assistance regarding this Product Delivery Policy Network Easy Brazil offers CAC (Central Customer Service).

3. Exchanges & Returns

As dictate the rules of Article 49 of the CDC (Consumer Defense Code), the customer to make purchases through virtual stores have seven (7) days of receipt of the product, to cancel the purchase.

4. Delivery times

There are two ways to receive requests:

- Easy Network Brazil: In this option, the client receives the product at the address at the time of purchase.
- Point Support: In this option, the client is responsible for withdrawing the application at the point of support chosen at the time of purchase.

4.1 Network Easy Brazil

During the purchase process, the Network Easy Brazil will inform the Customer a time estimate for the delivery of products according to the CEP informed.

All sales are subject to review and confirmation of data, which may occur within two (2) days. Upon approval, the order will be posted for delivery.

The delivery time will be counted after the 1st working day of the posting of the application at the Post Office / Carrier.

4.2 Point Support

At the end of the order in the Easy Network Brazil website, the customer should contact the chosen point of support to schedule the removal of the goods.

5. Cost of freight

The amount of freight delivery of the Products is automatically calculated by the website at the time of sale, from the weight, volume and quantity of the products purchased, as well as the distance between the post office / carrier and the delivery location informed by the Customer.

The payment of freight is the customer's responsibility both for the acquisition by Network Easy Brazil as point of support.

6. Refusal to accept

You can and should check the following upon receipt:

- a) If the package has been opened, tampered with or damaged;
- b) If the product is damaged by transportation, open, broken or used;
- c) If the delivered products do not match the products acquired by the Site and / or invoice;
- d) If the content of the packages is incomplete without parts or accessories of the products purchased.

In case of any dispute, the customer should refuse to receive the product in question and contact the SAC for immediate solution of the problem identified. If there is improper receipt of the product, it may require a change only in cases prescribed in the Exchanges and Returns Policy.

7. delivery attempts

If you can not perform the delivery of the Products by the absence of the Customer, the person authorized by the condominium time restrictions or physical limitations that prevent the delivery or even at your own error to indicate the correct location of delivery at the time of purchase of products, the Post / Carrier will make two more subsequent attempts.

Carriers store the customer's request for a period of 15 days to remove the merchandise. From the 7th (seventh) day charge additional rate storage (daily), which varies according to the branch. The fee is the customer's responsibility and will be deducted in PV (Point Value) in the Virtual Office in the holder's request.

If the delivery attempts fail again, the products will be returned to the Network Distribution Center Easy Brazil that will contact the customer to set the reference, the cost of forwarding freight is the customer's responsibility and will be deducted in PV (Point value) at the Virtual Office at holder's request.

If there is no success in contact with the customer to define the reference, the order will be canceled and refunded value according to the form of payment.

7.1 Returns by mistake in the register

The Easy Network Brazil is not responsible if the request is delivered to the incorrect address for registration error. The registration data is the customer's responsibility. If there is any problem in the delivery of products by error in the registered address, the shipping cost of products will be the customer's responsibility, including the reference, in the event of the 1st address reported incorrectly not be located.

7.2 Delays

Some exceptional situations can cause delays in the delivery of products, such as the indication of a wrong address, incomplete or non-existent or the occurrence of natural factors (rain, floods) or human (strikes, demonstrations, accidents), known as fortuitous events and force majeure.

In these cases, the customer must contact Easy Network so that appropriate action be taken along to the post office / Carriers.

8. Change request.

The Easy Network Brazil will not accept the application changes (forms of payment products) after completion of the purchase process on the Site, for each application generates specific score that can not be replaced.

9. Tracking code

The Easy Network Brazil send email with the tracking code number for the customer to do follow-up of the postal flow of their applications by mail / Carrier.