

VERTENTE NATURAL



Information on the Right of Withdrawal

Applicable to the purchase of Gift Cards

Last updated: July 2026

1. Right of Withdrawal

Pursuant to **Decree-Law No. 24/2014 of 14 February**, as amended, consumers have the right to withdraw from this contract within **14 (fourteen) calendar days**, without giving any reason.

The withdrawal period expires **14 days after the conclusion of the Gift Card purchase contract**.

To exercise the right of withdrawal, you must inform Vertente Natural of your decision to withdraw from the contract by means of an unequivocal statement (for example, by post or by email).

For this purpose, you may contact us using the following details:

Vertente Natural

Rua Guilherme Camarinha, No. 3 – Almoinha

2970-873 Sesimbra

Portugal

Telephone: (+351) 210 848 919

E-mail: info@vertentenatural.com

You may use the model withdrawal form included in this document, although this is not mandatory.

To meet the withdrawal deadline, it is sufficient for your communication concerning your exercise of the right of withdrawal to be sent before the withdrawal period has expired.

2. Effects of Withdrawal

If you validly withdraw from this contract, Vertente Natural will reimburse all payments received from you without undue delay and, in any event, no later than **14 (fourteen) days** from the date on which we are informed of your decision to withdraw.

Reimbursement will be made using the same means of payment as those used for the original transaction, unless you have expressly agreed otherwise. You will not incur any fees as a result of such reimbursement.

Where the consumer has expressly requested that the provision of services begin during the withdrawal period, the consumer shall pay an amount proportional to the services already provided up to the time the withdrawal was communicated, where legally applicable.



3. Specific Information Applicable to Gift Cards

Vertente Natural offers:

- Monetary Gift Cards, which may subsequently be used to purchase activities or services offered by the company;
- Gift Cards for specific experiences.

The right of withdrawal applies to the purchase of Gift Cards in accordance with Portuguese law.

However, where a Gift Card has already been used, in whole or in part, or where a booking has been made for an activity to be provided on a specific date or within a specific period and the law provides an exception to the right of withdrawal, the relevant legal provisions shall apply.

The remaining conditions regarding use, validity, bookings, cancellations and rescheduling are set out in Vertente Natural's General Terms and Conditions and Conditions of Participation.

4. Model Withdrawal Form

(Complete and return this form only if you wish to withdraw from the contract.)

To:

Vertente Natural

Rua Guilherme Camarinha, No. 3 – Almoinha

2970-873 Sesimbra

Portugal

E-mail: info@vertentenatural.com

I/We () hereby give notice that I/we () withdraw from my/our (*) contract for the purchase of the following Gift Card:

Gift Card identification

Value (where applicable)

Date of purchase

Name of consumer(s)

Address



vertente
natural

Postcode

E-mail

Telephone

Date

____ / ____ / ____

Signature of consumer(s)

(Only if this form is submitted on paper.)

(*) Delete as appropriate.