

Welcome to **CIUDAD MADERAS**. This agreement describes the general terms and conditions (from now on, the Terms and Conditions) that apply to the use of the services offered by Fraccionadora La Romita S.A de C.V., or any subsidiary company or of the same business group in the website www.ciudadmaderas.com—from now on, identified as CIUDAD MADERAS, with address at Calle 5 de Mayo, number 75, Col. Centro Historico, Queretaro, Qro.

When entering and using this site, whose domain name is www.ciudadmaderas.com, property of CIUDAD MADERAS, you become a USER of this site, accepting the terms and conditions of this agreement. If the USER does not accept the terms and conditions of this agreement, the USER should abstain from using and viewing www.ciudadmaderas.com. In the event that the USER continues to use www.ciudadmaderas.com, such action confirms acceptance.

I. INFORMATION CONTAINED in www.ciudadmaderas.com:

To access certain services, you must have read the Privacy Notice and register your Data. USERS acknowledge that by providing the personal information required in any of the services offered in this web site, they give CIUDAD MADERAS the express authorization to use them in the terms of the Privacy Notice. you register in our secure server, your Data, address and payment details are incorporated into our database, used only to process the order and to send information about offers and services that may be of interest to you if you request it.

Under our guarantee of security and confidentiality, at www.ciudadmaderas.com, we are particularly interested in offering our customers the highest level of protection and protecting the confidentiality of the Data they provide us with. For this reason, commercial transactions occur in a secure server environment under SSL (Secure Socket Layer) protocol, and all communications are transmitted encrypted. For validation and security purposes of the transaction, CIUDAD MADERAS may request at any time the documents that guarantee the authenticity of the user's identity (official identification, proof of address, among other documents).

This site uses of **Openpay** as a form of payment, subject to its terms and conditions.

II. TRADEMARKS:

The trademarks, logos, service marks, registered trademarks (collectively the "Trademarks") displayed on www.ciudadmaderas.com or in the contents available through the website are registered Trademarks and may not be used in connection with products or services that are not related or associated or sponsored by their right holders and that may confuse customers, or in any manner that denigrates or discredits their right holders. All Trademarks not belonging to FRACCIONADORA LA ROMITA S.A DE C.V. or any of its affiliated companies that appear on the website or through its services, if any, are the property of their respective owners. Nothing contained on the website should be taken for granted, by implication, dismissal, or otherwise, any license or right to use any Trademark displayed on the Website without the written permission of FRACCIONADORA LA ROMITA S.A DE C.V. or the third party that may own such Trademark. The misuse of the Trademarks displayed on the website or in or through any website services is strictly prohibited, and CIUDAD MADERAS reserves the right to claim on such rights.

III. OF THE OFFERS AND PROMOTIONS:

The exposed prices of all the products of CIUDAD MADERAS are without VAT. Prices are subject to updates according to the commercial values and the financial installment plan granted by CIUDAD MADERAS for the total liquidation of its products. Offers and promotions do not include taxes or the required administrative payments. The USER is subject to the process of sale-purchase formalization for which CIUDAD MADERAS will require the necessary information and documentation according to the civil legislation and the Federal Law for the Prevention and Identification of Operations with Illicit Resources, as well as the subscription of the corresponding contract, Ciudad Maderas will only formalize the negotiation if the USER accepts these terms.

Promotions and offers published in the CIUDAD MADERAS website may vary from those advertised in our physical points of sale., CIUDAD MADERAS will inform the USER about the validity of each offer or advertising campaign and the restrictions and conditions.

The USER understands and accepts that under the acceptance of these General Conditions, the USER agrees to receive commercial information from CIUDAD MADERAS by email. The USER can request to stop receiving information about promotions and advertising of products and services by sending a request to the "PRIVACY NOTICE" area, through the email account aviso.privacidad@ciudadmaderas.com.

IV. SET ASIDE YOUR LOT:

On the website, www.ciudadmaderas.com, the USER can set aside the selected lot of his preference, subject to the inventory available regarding the different housing and commercial developments. The USER must subscribe to a sale-purchase contract with all the legal terms, to prevent the USER commercializes this lot to third parties, unless the USER presents the required physical documentation, complies with the validation processes and policies of CIUDAD MADERAS, and pays the entire down payment which varies according to the commercial value of the lot of his interest, If the process for the formalization of the sale-purchase is not completed within 30 thirty natural days, the USER will lose his right to a set aside a lot. The amount paid is not refundable.

V. ONLINE PAYMENTS:

CIUDAD MADERAS makes available to the USER, the online payment of monthly payments for products of lots and maintenance through its system, which is subject to the authorizations and own policies of the Banking Institution. If the USER chooses a bank card as the payment method, the creditor of the USER will be the financial institution that grants the corresponding credit. Except for the previous assumption, the USER acknowledges and accepts that his creditor is CIUDAD MADERAS through any of its corporate names or assignee company, according to the housing development or product. The Months Interest-free (MIF) program is only a payment option if the order qualifies and the credit card you use participates. The MIF payment option only applies to MIF-registered credit cards issued by banks. Not all credit cards offered by participating banks are eligible for MIF payments so you should check the details of your card issuing bank.

Online payments may take from 48 to 72 hours to be reflected. The USER must verify the successful charge. If the USER made an online payment, and is in the collection system due to delay and the collection, efforts will only cease until CIUDAD MADERAS is notified that the amount reflects in the system.

VI. CLUB MADERAS:

CLUB MADERAS program offers the possibility to access rewards of discounts or benefits. It is only for the users who download and use the application, which will indicate the trade, deal, and specific product in promotion. The user accepts that the various discounts can generate variable savings.

CIUDAD MADERAS through CLUB MADERAS disclaims all responsibility for the services and products purchased in the various affiliated businesses, without having any obligation to respond for or repair damages to the consumer.

VII. MADERAS WATER OPERATOR AGENCY (ORGANISMO OPERADOR DE AGUAS MADERAS,-OOAM):

MADERAS WATER OPERATOR AGENCY (OOAM) is a private entity that provides potable water, drainage, and sewerage services per the concession contract granted by the competent municipal authorities. The Water Operator Agency (OOAM) service contract is subject to the instrument signed between OOAM and the customer. The contract is regulated in accordance with the applicable legislation, the published and authorized tariffs and restrictions. The customer submits to the process of requesting, reviewing and validating the information necessary for the contracting of the service.

The Water Operator Agency (OOAM) will collect through the web portal www.ciudadmaderas.com.mx and <http://ooam.com.mx/> abiding by the PRIVACY NOTICE.

VIII. JOB VACANCIES:

JOB VACANCIES recruits and analyzes the USER profile according to the information provided to CIUDAD MADERAS. It is mandatory to fill out the form indicating the availability of vacancies, for which the USER accepts and adheres to the use of Personal Data to be analyzed and validated by the recruitment area. CIUDAD MADERAS reserves the right to select or decline the USER's application. The USER's application does not imply a job offer or hiring arising employer or civil rights and obligations between CIUDAD MADERAS and the USER..Both parties must complete the legal hiring processes and sign a contract to formalize an employment relationship between CIUDAD MADERAS and the USER.

IX. SYSTEM FAILURES:

CIUDAD MADERAS is not responsible for any injury, damage or loss caused to the USER by , server or Internet failures. CIUDAD MADERAS will not be liable for any virus that could infect the USER's equipment due to the access, use or examination of its website or as a result of any data transfer, files, images, texts or audio contained in it. The USER will NOT be able to impute any responsibility or demand payment for loss of profit, due to damages resulting from technical difficulties or failures in the systems or on the Internet. CIUDAD MADERAS does not guarantee continuous or uninterrupted access and use of its site. The system may eventually be unavailable due to technical difficulties, Internet failures, or any other circumstance beyond CIUDAD MADERAS' control; in such cases, CIUDAD MADERAS will try to restore it as soon as possible without any responsibility. CIUDAD MADERAS will not be responsible for any error or omission contained on its web site.

X. APPLICABLE LAW AND JURISDICTION:

The laws in force in the Mexican Republic govern these General Conditions. In case of controversy, regarding the interpretation, compliance and execution of these General Conditions, the parties expressly agree to submit to the jurisdiction of the competent courts of Santiago de Queretaro, Qro, renouncing in consequence to any jurisdiction that, due to their present or future residence, may correspond to them.