



Last Updated: September 2024.

1. Introduction

Welcome to La Mina de Oro. By accessing and using our website, you agree to comply with the terms and conditions outlined below. If you do not agree with any of these terms, we kindly ask that you refrain from using the site. We reserve the right to modify these terms at any time, and any changes will be effective upon posting. We recommend reviewing these terms regularly.

These terms and conditions are governed by the laws of the State of California and federal laws of the United States.

2. Website Use

- **Eligibility:** You must be at least 18 years old or have the consent of a legal guardian to use this website.
- **Accuracy of Information:** We strive to ensure that the information on our site is accurate and up to date, but we cannot guarantee its completeness or accuracy at all times.
- **Usage Restrictions:** You are prohibited from using this site for any illegal or fraudulent activities or for infringing on the rights of third parties. This includes unauthorized use of content or unauthorized access to our systems.

3. Intellectual Property

All content, including images, logos, graphics, text, and site design, is the property of La Mina de Oro and is protected by intellectual property laws. You may not copy, distribute, modify, or reproduce any content without our prior written consent.

4. Purchase Policies

a. Shipping Policy

All online orders are processed and shipped within one (1) business day of payment clearing (excluding holidays). Buyers are responsible for all delivery costs unless otherwise noted. Delivery times vary depending on your location and may take between 3 and 7 business days. All packages are shipped via FedEx, with a signature required upon delivery.

b. Return and Refund Policy

You must obtain a Return Merchandise Authorization (RMA) number from our customer service department to return any items. We accept returns of unopened merchandise (excluding skincare and haircare items) within 30 days of receipt, provided that the product is in brand-new condition. Items listed as "Final Sale" are not eligible for return unless specified otherwise.

Shipping costs incurred in returning products will not be reimbursed unless the return is due to an error on our part. For more information on returns, [\[click here\]](#).

c. Sales Tax

We are required to collect sales tax on all orders shipped to California in accordance with state tax laws. The applicable tax rate will be calculated at checkout.

5. Pricing and Availability

We reserve the right to modify our product prices at any time without prior notice. Product availability is also subject to change. While we strive to keep information current, we cannot guarantee that a product will be available at the time of your purchase.

Price Differences:

Occasionally, we may offer "Online Only" or "In-Store Only" discounts. In general, online and in-store prices are the same. However, if there is a price difference, we do not offer price matching. You must pay the listed price when making purchases, either online or in-store.



6. Wholesale Program

Anyone can purchase name-brand fragrances at wholesale prices through our wholesale program. There are no recurring fees or monthly purchase requirements. A minimum purchase of \$150 is required to complete any transaction, both online and in-store.

Online Purchases:

A minimum spend of \$150 must be met to complete the checkout process on our website.

In-Store Purchases:

The same \$150 minimum purchase requirement applies in-store. We also offer tiered discounts, providing extra savings the more you spend in-store. Contact one of our stores for more information.

Interested in opening a wholesale account?

onboarding@laminadeoro.com

(951) 372-0877

Se Habla Espanol

1874 Tandem Way

Norco, CA 92860

7. Privacy and Data Protection

We take your privacy seriously. Any personal data collected during the use of our site is handled according to the **California Consumer Privacy Act (CCPA)** and other applicable data protection laws. We do not sell personal information to third parties.

Cookies:

Our site uses cookies to enhance your browsing experience and track website traffic. You can manage your cookie preferences at any time via your browser settings.



8. Order Cancellations and Modifications

If you need to cancel or modify your order, please contact us as soon as possible. We will do our best to accommodate your request, but we cannot guarantee changes if the order has already been processed for shipment.

9. Arbitration and Dispute Resolution

In the event of a dispute related to these terms or your purchase, you agree to first try to resolve the issue informally by contacting our customer service team. If a resolution cannot be reached, you agree to submit to binding arbitration as the sole means of resolving disputes, unless prohibited by law. Arbitration will be conducted in accordance with the rules of the American Arbitration Association (AAA) and will take place in California.

10. Governing Law

These terms and conditions are governed by the laws of the State of California and federal laws of the United States. Any disputes arising from the use of our website or the purchase of products will be resolved exclusively in the appropriate courts located in California.

11. Contact

If you have any questions or comments regarding these terms and conditions, please feel free to reach out to our customer service team:

support@laminadeoro.com

(951) 372-0877

(951) 582-5065 (Se habla en español)