



TERMS AND CONDITIONS OF ONLINE MEDICAL CONSULTATION SERVICE

RNA – Rede Nacional de Assistência, S.A

☎ (+351) 210 443 600 | Alameda Fernão Lopes, 16, 6º, Miraflares, 1495-190, Algés
Taxpayer Number: 509 113 010 | Registered at the Lisbon C.R.C under the same number
Share Capital 1.200.000.00€

PREAMBLE

1st These general terms and conditions of sale are agreed between RNA - REDE NACIONAL DE ASSISTÊNCIA S.A., headquartered at Alameda Fernão Lopes, 16 – 6th floor, Miraflores 1495-190 Algés, tax identification number 509113010, contact +351 210 443 600, hereinafter referred to as the First Party or RNA, and individuals wishing to make purchases through the website www.rna.com.pt, hereinafter referred to as the User.

2nd The parties agree that purchases made through the website www.rna.com.pt shall be governed exclusively by this contract, excluding any other conditions previously available on the website.

ARTICLE 1 – PURPOSE

1. These general terms and conditions of sale aim to provide and define all necessary information to the User regarding the ordering, selling, payment, and service delivery methods available on the website www.rna.com.pt.
2. These conditions govern all the necessary steps to complete the purchase and ensure the service is duly provided to the User.

ARTICLE 2 – PAYMENT

1. On the website www.rna.com.pt, the COMPANY offers the User the following payment methods via Easypay - Instituição de Pagamento Lda:
 - a) Credit Card (Visa, Mastercard);
 - b) Multibanco Reference;
 - c) Bank Transfer;
2. In the case of payment by credit card, the amount will be debited from the User's card immediately after confirmation of service availability. If any of the ordered services cannot be provided, the corresponding amount will be refunded to the User's card after the order is closed.

ARTICLE 3 – SERVICE AVAILABILITY AND CONSUMPTION

1. The service will be made available after payment confirmation.

ARTICLE 4 – PRICES

1. Prices are stated in Euros, including all applicable taxes and charges, considering the VAT rate in effect at the time of payment.
2. In the event of a price increase for any service, the User will be immediately informed and may choose to proceed with the order (by paying the price difference) or cancel it.

ARTICLE 6 – CANCELLATION AND REFUND POLICY

1. The cancellation or refund process is handled on a case-by-case basis by RNA - REDE NACIONAL DE ASSISTÊNCIA, S.A. The request must be submitted in writing to the email address geral@rna.com.pt, within 14 days of contracting the service. Instructions for cancellation or refund of the amount paid will be provided by RNA through the same communication channel.
2. Whenever possible, refunds will be made using the same payment method. If that is not possible, the User must provide proof of payment and account or card ownership so the refund can be issued via bank transfer.
3. RNA - REDE NACIONAL DE ASSISTÊNCIA, S.A. commits to refunding the User within a maximum period of 30 days.

ARTICLE 7 – PRIVACY POLICY

The processing of your personal data is carried out in compliance with the applicable legal framework, with full respect for your privacy, confidentiality, and data protection. Your data, subject to digital processing, will be stored in the COMPANY's database(s) and used for the registration and promotion of other products and services, as well as institutional information made available by the company.

For more information about personal data protection and your rights as a data subject, please consult our Privacy Policy at:

<https://www.rna.com.pt/pt/politica-privacidade>