

Limited Terms and Conditions for OZOM consumers and OZOM's Privacy Policy

1. Introduction

Welcome to OZOM. These terms and conditions (the "Terms and Conditions") establish the contractual base upon which SODIMAC S.A. supplies the OZOM home monitoring and control services. SODIMAC S.A., along with its headquarters, local branches and its associated companies, is henceforth referred to as "SODIMAC". "You" and "yours" refer to yourself, the person accepting these terms and conditions, and any person who uses or benefits from their access to the OZOM service, the OZOM products, or the OZOM-compatible products purchased by you, of your property, or present in your home.

The access and use of this website and the use of all information in it is governed by the following terms and conditions, as well as by the current applicable legislation in the Republic of Chile. As a consequence, all visits and all contracts and transactions carried out on this site, as well as their legal effects, will be governed by these rules and subject to that legislation.

These terms and conditions have been notarized, as written in this document, at the Pablo Alberto González Caañamo Notary Public, located in the Mezzanine at 333 Teatinos St, Santiago Chile, on October 20th, 2016, and will not vary unless new terms and conditions have been notarized, and said terms will govern on starting from the date of their notarization.

The terms and conditions contained in this document will be applied and will be part of every act and contract that has been entered into or executed by means of the offer and marketing systems contained in this website between the users of this site and Sodimac S.A., and by any of the other companies or business that are subsidiaries or associated to them, and that make use of this site, which will henceforth be referred to as "the companies", or "the offering company", "the provider" or "the providing company", depending on what is better suited to the meaning of the text.

In case any of the aforementioned companies establishes their own terms and conditions for the acts and contracts carried out on this site, they will appear with a link on this site, and will prevail over them.

These terms and conditions apply to the OZOM monitoring and control services ("the OZOM service" or "OZOM") provided by SODIMAC, which use one or more home monitoring and control wireless products (the "OZOM products") that you have purchased from SODIMAC and any OZOM-compatible third-party device that has been approved by SODIMAC for use with OZOM (the "OZOM-compatible products"). It is worth noting that SODIMAC does not accept responsibility for the OZOM-compatible products and their functionality; hence, these Terms and Conditions grant you no additional rights. Your OZOM products and the OZOM-compatible products must be covered and governed by their corresponding terms and conditions and warranties provided by the device manufacturing companies, along with the warranty, or contracts, if there were any, from SODIMAC.

Read these Terms and Conditions carefully before using any OZOM product, any OZOM-compatible product or the OZOM service. By clicking the "agree" button or link, or by using any OZOM product, OZOM-compatible product or the OZOM service, you are legally accepting these Terms and conditions.

We reserve the right of changing these Terms and Conditions at any moment by updating the page on our website, www.ozom.com.

2. Access to the OZOM Service

The OZOM service is only available for the continental territory of the Republic of Chile, Colombia, Peru and Uruguay.

In order to use the OZOM service you will need to a) purchase the OZOM products from SODIMAC, b) have a router with broadband internet connection through an Ethernet cable connection "always on" and working constantly, c) buy and install an OZOM Box to the aforementioned router, and d) an smart device such as a

tablet, smartphone or notebook, connected to the internet.

You will also need to sign up online to the OZOM service and download the application from www.ozom.com.

Once your system is registered and working, we will probably need to access your OZOM Box or your devices to update the firmware. These updates should not interfere with the service and will be completed at our discretion to make sure that we will be able to provide the level and quality of the service. You accept that SODIMAC or our service providers can Access your OZOM Box, OZOM products or OZOM-compatible products as part of maintenance, its connectivity to OZOM, or the OZOM Service.

3. Key requirements for the functioning of the OZOM system

The OZOM system must be connected to a power supply and connected to a broadband internet connection or cellphone service in order to send and receive information from your home, including the use of alert functions, which is why it's essential to have a reliable wireless connection "always on" and working.

If the power supply is cut at the home, the OZOM Box will be unable to send the data to the platform and your OZOM service will not work normally or might be rendered inoperative (unless you own and have installed a backup power supply device).

Considering the aforementioned, we recommend using the OZOM system with an independent power supply backup system or device, so as to prevent the interruption of the service in the event of a power outage.

4. Use of OZOM Products and OZOM-compatible Products

The OZOM products are supplied by SODIMAC and other authorized retailers to allow you to monitor and control certain aspects of your home. The key component is the OZOM Box and you are free to add or remove different OZOM products and OZOM-compatible products that work with the OZOM Box to adapt to your different needs. The OZOM-compatible products manufactured by many of SODIMAC suppliers must be clearly labeled "works with OZOM" and must have the OZOM logo. Only those products which have been certified to work with OZOM must be used and SODIMAC assumes no responsibility for any failure caused by trying to register or use unauthorized products. OZOM uses open standards and can support some of the devices that comply with Wi-Fi and Zigbee. However, if you try to register said uncertified devices to the OZOM platform, we will accept no responsibility in regards to its operation and we reserve the right to disconnect your equipment from the OZOM platform without any prior notification, compensation or obligation to you if, to our discretion, we consider that their operation causes a problem.

5. OZOM Services

We will manage and provide the OZOM platform to deliver the OZOM service to you; the scope of the services is subject to regular changes, so you must check the latest details at www.ozom.com.

Cellphone Service Backup: It's designed to ensure the normal functioning of the OZOM system (excluding video) in case of a temporary broadband connection drop. The service allows up to The OZOM services will operate on the base or platform of your Internet or Ethernet provider, consuming the traffic inherent to each service, such as streaming cameras, messaging, etc.

6. Monitoring and Notification Service; Text messaging carrier

The OZOM service is not a certified emergency response service and it's not linked nor connected to an emergency service contact number.

It is your responsibility to make sure that the corresponding event messages can be retransmitted to you and the contacts you have designated. It is also your responsibility to determine the corresponding response to all the events and you accept that, once the notification has been delivered, you are completely responsible for your response and that of all your designated contacts. If you incur in any expenses arising from that response, you accept that you are responsible for those expenses.

If you use OZOM products and services to notify a medical emergency, you accept that this use, regardless of any delay, involves uncertainty, risk and possible great injury, disability or even death, and you will not try to make us responsible or to implicate us.

You accept that the OZOM equipment can suffer signal transmission failure or delay for a number of reasons. Your designated contacts are authorized to act in your name. You accept that the OZOM system employs a number of measures that help reduce the occurrence of false alarms, and you accept that we use these measures. You also accept that the OZOM system has not been designed nor programmed according to any law, code nor standard that can be applied to its system or particular jurisdiction, including, but not being limited to any state or local code, including standards and/or special permits against fire, or other safety matters.

We cannot guarantee that the messaging will operate with the different cellphone carriers in Chile or other countries.

Check the plan with your service provider for any other expense related to text messaging or data usage linked to your use of OZOM.

7.- Rights for Users of this Site

The user will enjoy all the rights that the law grants them on consumer protection valid in the Chilean territory, and those granted to them on these terms and conditions.

The user will have, at all times, information, rectification and cancellation rights of their personal data in compliance with Law no.19.628 on protection of personal data.

The mere visit to the site in which these specific goods and services are offered does not impose any obligation on the consumer, unless they have specifically accepted, by means of the corresponding acceptance, the conditions offered by the provider, as indicated in these terms and conditions.

The client or user only has the right to the usage of the systems, cartography, documentation and software which are the subject of this agreement. The service does not entail the transfer of any property rights on the software elements, application software, cartography or associated data. It just grants the right of usage, which is non-transferable.

8. Availability, Safety and Privacy

The OZOM service can be temporarily suspended without prior notice in case of attempts in denying the service, system failure, maintenance or repair, or circumstances beyond our reasonable control. No credit or refund will be given for any period during which the OZOM service is suspended or unavailable. Additionally, we will not be held responsible for, nor will we give credit or refund for, loss or termination in the OZOM service, of the OZOM service benefits granted to you caused by third parties, including your broadband internet service provider, your cellphone service provider or public service providers.

Your ability to receive –and your reception of- notifications sent by the OZOM service, depends on your different devices and service providers. We cannot, and do not guarantee the availability or security of these products and services. We cannot and do not guarantee that you will be available to receive the notifications that the OZOM service sends you. You must test the OZOM service to ensure its compatibility. When you travel, you must check with your carrier, test your system and ask about the additional charges in which you may incur by the use of OZOM.

Your OZOM service includes important text messages regarding alerts, system status and relevant account updates. We recommend that you do not block this messaging.

You accept that the data transmitted between you and we can be intercepted, that they can be lost or be compromised by others and we take no responsibility for the interception, loss or compromise of said data.

You accept that only you are responsible of protecting the hardware, software, computer data, OZOM products and OZOM-compatible products from unauthorized access, virus, spyware and any other kind of malicious code.

You accept that you are responsible of keeping password and PIN numbers used to access the OZOM service protected, and of keeping these data under your control and protection.

The OZOM Privacy Notice is integrated into these terms and conditions; you also accept and agree to receive the OZOM Privacy Notice.

9. Warranties

Limited Warranty. This limited warranty grants specific legal rights. If, during the warranty period – indicated for each OZOM device-, you find out that any of the OZOM services is defective, you can notify us, and if we confirm that there is a defect caused on our end, we will repair, change, refund or give you credit at our discretion. This warranty is only for your benefit and it cannot be transferred or made effective by any other person.

The warranties provided for OZOM-compatible products that are not sold by SODIMAC shall be required or demanded to the person who has sold said products and SODIMAC takes no responsibility in regards to said products or the functioning of the OZOM system with those products.

10. No Warranty; Limitation of Liability

Limitation of Liability. This section explains our limited liability towards you. By agreeing to these Terms and Conditions you are aware that the only objective of the OZOM service is providing a monitoring and control service for your property. We do not accept responsibility for system failure and you must not use it for applications in which said failure may result in risk, damage, or loss of any kind. You must accept that we do not guarantee that there will be no losses that could be the result of any failure of the OZOM services.

Home Safety. You can use the OZOM service and certain OZOM products or OZOM-compatible products that provide you a sense of home safety with alert for your home. You can also choose –at your own risk and on your account – to use the OZOM service and certain OZOM products or OZOM-compatible products to provide you additional assistance in your efforts to care for others, or in providing care for you. However, this is not a response service and it cannot be directly connected to the police or other public services. It is your responsibility to monitor your system, or to have other system you rely on monitor your system, and to respond adequately to the information and events. You accept that we cannot be held responsible, and that we do not accept responsibility for your safety or your care, those under your care, your family, your home and your possessions. You accept that we will not be held responsible for safety violations or loss under any circumstance. Additionally, the OZOM service cannot be considered a lifesaving solution for people at risk in the home and it is not a substitute for emergency services. Any event that constitutes a life threat and emergency must be directed to the corresponding response services.

Limitations. The equipment and the OZOM services cannot remove the effects of events that include –but are not limited to – fire, flood, breaking and entering, burglary and medical issues. Other than the aforementioned established limited liability, we do not grant you any guarantee or ability for a specific purpose, that the OZOM products (or the OZOM-compatible products), equipment and services (including OZOM) provided will detect, warn or minimize said incidents or their consequences. We do not accept the risk that you, your property, or someone else, or somebody else’s property could be the subject of such as damage, injury or loss if said event occurs, and we do not accept responsibility for said damage, injury or loss. The risk is on you and not on SODIMAC. By accepting these Terms and Conditions, you release, give up and promise to not sue or pursue legal actions of any kind against us for damages, injury or loss in connection or presumed to be related in any way to the equipment or services provided by us.

IN NO CASE WILL SODIMAC BE RESPONSIBLE BEFORE YOU (AND IN NO CASE WILL YOU ATTEMPT TO MAKE US RESPONSIBLE) OF ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, AGGRAVATED, EXEMPLARY OR CONSEQUENTIAL DAMAGE, LOSS, COST OR EXPENSE OF ANY TYPE (INCLUDING, BUT NOT LIMITED TO, LOSS OF EARNINGS, OPPORTUNITY COSTS AND ANY DAMAGE THAT RESULTS FROM PERSONAL INJURY, PROPERTY DAMAGE OR LOSS) WHETHER

ARISING IN THE CONTRACT, DAMAGE OR IN OTHER WAY, EVEN IF THE POSSIBILITY OF THOSE DAMAGES IS ANNOUNCED.

11. Territory, Legislation and Conflict Resolution

This site has been built, is controlled and run by Sodimac S.A., in Chilean territory, and thus it is entirely governed by and run according to the law in the Republic of Chile. Any controversy raised in regards to this site, its contents, operation, etc. shall be processed and resolved by the Chilean courts of justice, and in compliance with the Chilean legislation.

Legal Representatives

Rodrigo López Reitze, at 3092 Presidente Eduardo Frei Montalva Ave., municipality of Renca, Santiago, Chile is appointed to comply with the decreed under article 50-D of Law no. 19496 and to receive any claim or complaint related to the acts or contracts that have been entered into or executed through this site.

Conflict resolution

Any difficulty or controversy raised in regards to these terms and conditions, and the aforementioned acts and contracts, will be resolved by means of arbitration, by an arbitrator ex aequo et bono that the parties will appoint in common agreement, and in lack of an agreement, the arbitrator will be appointed by ordinary justice, in which case the appointment must land on an attorney who has had experience teaching Civil Law at Universidad de Chile or Universidad Católica de Santiago for a period of at least 2 years. This arbitration process will take place in the city of Santiago.

Excluded from this arbitration are any collection actions that the company could initiate related to the price of the goods or services acquired from this site, which can be presented before the courts of justice.

The user declares having read and understood these terms entirely, expressing their explicit acceptance and conformity to them.

12 General

If any of these terms or dispositions are declared invalid, not applicable or illegal, such ruling will not invalidate or render any of the other terms or dispositions of this document not applicable, nor will they be diminished.

These Terms and Conditions are governed by and interpreted according to the law in the Republic of Chile. You accept that the exclusive jurisdiction and the place to initiate any legal action in regards to these Terms and Conditions will be a Chilean court and accept this place and jurisdiction.

13 Secret password

Once registered, the user will have a username and a password that will allow them personalized, confidential and safe access. The user will be able to, under their own responsibility, change the password, for which they will have to adhere to the procedure established in the corresponding site. We recommend using strong passwords that are preferably long and contain a combination of letters and numbers, and that are difficult to infer.

The user is fully responsible for keeping their password for this website confidential. This password allows you to make purchases, request services and get information. This password is for personal use and neither Sodimac S.A. nor its associated companies is responsible for its misuse should you share it with third parties.

14 User or client Sign Up

The acceptance of these conditions by the user and the user registration (with the definition of an access password) will be necessary requirements to acquire the products and services offered on this site. These Terms and Conditions will be assumed to have been known and accepted by means of your explicit acceptance by clicking the corresponding box.

The user sign up will be verified by completing and subscribing the form for this effect on the site and by submitting it, which will automatically be done by clicking the corresponding element.

15 Vehicle

Some OZOM functions may require your vehicle to have a certified series system. The list of certified systems will update periodically on our website www.ozom.com. If your vehicle has an integrated device, check your owner's manual to deactivate data transmission.

Vehicle Services. If your vehicle has the necessary factory equipped features, the vehicle status function can allow certain vehicle status alert notifications to be visible. These alerts can include battery status, gas level, gas consumption and other diagnostics information. You should always carry out the regular maintenance of your vehicle; these notifications do not replace regular vehicle maintenance. If at any moment, you estimate you are experiencing an abnormal situation or a problem with your vehicle, contact a brand authorized service center to carry out a diagnostic and necessary maintenance.

Parking Service. The parking services are limited to notifying you of a possible location and availability for parking. We could use external providers to deliver these services. However, we don't provide parking services, nor do we operate parking lots, and we don't provide vehicle safe-keeping. These services are delivered by external providers which are completely independent and who do not act on our behalf.

- Location information obtained from your mobile device and/or vehicle, such as GPS and location extracted from your IP address, can be used to determine the current location of your device or vehicle, gear and speed.
- Mobile device information, such as software or OS version, unique identification devices, IP address, mobile network information, and cellphone number.
- Vehicle information, such as VIN number, chassis, brand, model, year, hardware model and parts ID number, vehicle systems stats (such as: fluid levels, tire pressure, and locks), vehicle diagnostics, odometer, and other information on vehicle performance.
- Driving characteristics, such as speed, use of gas pedal, brakes, steering, seatbelts, and other similar information in regards to how the vehicle is used.

The installation of OZOM Car will be carried out by appropriately trained OZOM technical staff. The activation of the service for the 12-month period will start at the moment the GPS device is set up in the car.

OZOM Platform and devices and compatible vehicles

When connecting devices or vehicles to the OZOM platform, these can transmit data directly or indirectly to the OZOM platform through Wi-Fi or through cellphone connection, according to what you've previously chosen. These data are collected, stored and analyzed to offer the diverse OZOM services and to customize your experience. For example, we can get technical information on the product (such as model, serial number, software version), environmental information from the product sensors (such as temperature, light, movement), and information on the events related to the product (such as the moment a thermostat is adjusted, when a light is on or off, or when a user gets home). If the device is designed to be portable –such as a smart keychain- we can get information on when the device is at the home (for example, to turn on a light or adjust a thermostat when the device is present). In the case of vehicles, we can get a number of sensor, historical and real time data (such as odometer readings, gas levels, location, among others).

When you choose to connect third-party OZOM-compatible devices, some parts of the aforementioned information may be shared between OZOM and the device manufacturer or developer. For example, if you connect a smart fridge to the platform, the sensor information can be needed by the manufacturer for repair and/or maintenance purposes, or if you connect to a vehicle, the information may be shared with the manufacturer or the vendor. However, this information can also be needed by OZOM to allow management through the OZOM applications or other interfaces or for other recommendations. In some cases, the information is collected directly by the third party and shared with OZOM. In other cases, the information is collected by OZOM and shared with the third party or collected simultaneously by both OZOM and the manufacturer. Your consent for this exchange can be explicit or implicit. You can cancel this authorization at any time, but in doing so the device functions or administration through the OZOM platform may be affected.

16 Safety and Care

Always drive defensively and according to traffic and road conditions, abiding by the law. Do not use or interact with the devices non-verbally while driving; if you require to do this, stop your vehicle in a safely manner and according to the law, unless a passenger in the vehicle does it.

In using your Services, you acknowledge and assume full, sole and exclusive responsibility from the use of the services; in that respect, when you use the service, you will comply with each one of the applicable regulations and laws.

At OZOM we strive to provide a quality and satisfactory service; nevertheless, we cannot guarantee an uninterrupted and completely error free experience; you must take all necessary safety measures and sufficient means.

17. Effective Date of OZOM's Privacy Notice:

OZOM respects your concerns in regards to privacy. This Privacy Notice applies to the personal information that we collect about OZOM. The term "Site" refers to the OZOM areas that are covered by this Privacy Notice.

This Privacy Notice describes the type of personal information that we collect on site, how we can use that information and who we can share it with. The Privacy Notice also describes the measures taken in order to protect the safety of personal information. We also notify you of how you can approach us to request an update on your preferences in regards to how we communicate with you or answer questions you may have in regards to our privacy practices.

Collectable Information

You can choose to give us personal information (such as name, contact details, for example) through our Site. The following are types of information that you can send us:

- Contact information, such as your name, address, phone number and email address.
- Registry and Access Credentials (such as username and password) for the accounts kept on our site.
- Detailed information on your OZOM product purchases.
- Questions, communications and other kinds of content submitted, such as pictures, product information and details on the devices at your home.

Information Collected by Automatic Means

Web analysis. When you visit our site, we can gather certain information automatically, using technologies such as cookies, web server registry and web beacons. The cookies are small text files that websites send to your computer or other device connected to the internet to uniquely identify your browser or in order to save information or browser settings. Your browser can inform you how to be notified to receive certain kinds of cookies and how to restrict or disable other cookies. Be aware, however, that without cookies you cannot access all the features on our site.

In addition to gathering information by means of cookies, our web servers can register information such as type of OS, type of browser, domain and other system settings, as well as the language your system uses and the time zone where your device is located. The web server registry can also record information such as the website that prompted you to our site and the device IP address that you use to connect to the internet. They can also record information on your interaction with this Site, such as the sites that you visit. To control which web servers are recording information automatically, we can label our site with a marker called "web beacon". These are small files that link the websites to particular web servers and their cookies.

We can use third-party web analytics services on our site, such as those by Google Analytics. These service providers use web cookies and beacons that could help us analyze the way in which users use the site. The information collected by cookies and web beacons (including your IP address) will be sent to the service providers, who use the information to evaluate the use of the site.

We can use the information collected through automated means to carry out market research, data analysis and system administration objectives, such as determining if you've visited before or if you are new on the Site, and to comply with our legal obligations, policies and procedures. We can also use this information to narrow down target

customized content and add it to this and other sites, including what is described below.

Service delivery. When you connect devices to OZOM, they transmit data directly or indirectly to the SODIMAC platform. These data are collected, stored and analyzed to provide the different OZOM services. In some cases, we use third-party analysis and we share relevant data to other service providers to support and deliver the services that we offer. When we do this, we have contracts with partners that restrict the way in which this data is used. Particularly, to send your personal data which will only be done when specific benefits and service delivery are set up and will be subject to your specific contract when you request the specific benefit or service.

The data of your online activities are being collected on our Site to provide you with tailored ads to your personal interests.

These networks track your online activities in time, collecting information through automated means, even through the use of cookies, web server registry and web beacons and use this information to show you OZOM ads tailored to your particular interests. The information they collect includes information of your visit to our site, as well as the pages you've visited. This data collection and the ads happen on our website and in the third-party websites participating in the publicity network, such as websites that characterize ads delivered by the publicity network. This process also helps us track the effectiveness of our marketing efforts.

How we use the Information we Collect

We can use the information we collect to:

- Operate and support the OZOM services
- Deliver, manage and communicate you of products, services, events and promotions (including mail (letters), coupons and other marketing communications).
- Process, record and track your purchases and discounts.
- Process, evaluate and reply to your requests, queries and applications.
- Manage our database of the information of our client.
- Run contests, raffles and surveys.
- Create, manage and communicate with you through your accounts.
- Customize your experience with our site.
- Operate, evaluate and improve our business (including development of new products and services; managing our communications; carry out market research, data analysis and data addition; determine and manage the efficacy of our publicity and marketing; analyze our products, services and site; manage our Site; and carry out accounting, auditing, billing, reconciliation and collection activities).
- Protect against and prevent fraud, unauthorized transactions, lawsuits and other responsibilities and manage the exposure to risk and quality.
- Comply with and apply all the applicable legal requirements, industry standards and our policies such as our [Terms and Conditions](#).
- We can also use the information in other ways for which we will issue a notification at the moment of collection.

Sharing Information

We can share personal information collected on the Site with our service providers that provide services on our behalf. These service providers are not authorized by us to use or disclose this information, with the exception of when it is necessary to provide services on our behalf or in order to meet the legal requirements. We can also share your information with our affiliated parties and join marketing partners that may send your marketing information. Additionally, we can share your personal information collected on the Site if you require it.

We can disclose your information if (i) we are required by law, standard or legal process, such as by court order or warrant; (ii) in reply to a query requested by public authority; or (iii) when we believe that the disclosure is necessary or adequate to avoid physical, financial or other kind of damage, injury or loss; (iv) in connection with an investigation of real or suspected illegal activity; or (v) in order to help collect your debt. We reserve the right of

transferring your personal information should we sell or transfer part or all of our company or assets. In this case, we will make reasonable efforts to manage the transfer so that the personal information you have given us is used in a manner consistent with our Privacy Notice.

Your Alternatives

By accepting this contract you are accepting to receive OZOM-specific and non-specific marketing communications from SODIMAC. You can change your preferences in regards to how we communicate with you by clicking “unsubscribe” on an email that you receive from us, by signing in to your online account and selecting the options that you wish or by contacting us as described in the How to Contact Us section below. To exercise your right to your preferences in regards to the data collection for target publicity, follow the instructions. You can also access the profile page of the accounts you keep on our Site to modify the personal information associated to your profile and choose your communication preferences.

How we Protect Personal Information

We keep administrative, technical and physical safeguards to protect the personal information that you have given us on our website against accidental, illegal or unauthorized destruction, loss, change, access, exposure or use and other illegal processing ways.

Links to Other Sites

This site contains links to other websites for your convenience and information. These websites may be operated by companies not related to us, joint sites, including those run by OZOM, can have their own Privacy Notices, that we strongly suggest you should check if you visit them. We are not responsible for any content from any website that we don't control, or the use of those sites, or the privacy practices of those sites.

Updates on Our Privacy Notice

This Privacy Notice can be updated periodically and without prior notice to reflect the changes in our practices regarding personal information or the corresponding laws. We will post a prominent notification on the website to notify you of any significant change to our Privacy Notice and the date of the update will be posted on the upper part of the document.

How to Contact Us

In case of any doubt or comment in regards to this Privacy Notice, or if you wish to update your information or your preferences, please contact us at: suport@ozom.com or by dialing the number in Chile +56-02-23795777