

Letter of Rights

1. To receive, regarding the offered real estate properties, truthful, clear, and updated information and advertising, regardless of the means of communication, including digital media, in such a way that allows the consumer to make the best purchasing decision by knowing the true characteristics of the property being acquired, in accordance with the Law.
2. To know the information about the characteristics of the property, including: land area, built surface, type of structure, facilities, finishes, accessories, parking space, common areas, services available, and the general physical condition of the property.
3. To freely choose the property that best satisfies their needs and fits their purchasing capacity.
4. Not to make any payment until the contractual relationship is in writing, except for advances and operating expenses, as provided by the LFPC.
5. To sign an adherence contract under the model registered with the Federal Consumer Protection Agency, containing the terms and conditions of the property purchase. After signing, the supplier is obligated to deliver a copy of the signed contract to the consumer.
6. To acquire a property that meets the safety and quality characteristics contained in the applicable regulations and reflected in the information and advertising received.
7. To receive the real estate property within the agreed timeframe and conditions with the supplier in the respective adherence contract.
8. If applicable, to exercise the guarantees on real estate provided for in the LFPC, considering the specifications provided in the respective adherence contract.
9. To receive the corresponding bonus or compensation in terms of the LFPC, in case defects or failures in the property persist after the guarantee has been exercised. Likewise, to have the necessary repairs carried out in case of defects or failures attributable to the supplier, or to opt for the replacement of the property or rescission of the contract when applicable.
10. To have free and accessible channels and mechanisms for inquiries, requests, complaints, and suggestions to the supplier, and to know the address indicated by the supplier for receiving notifications.
11. Right to protection by the competent authorities and in accordance with applicable laws, including the right to file complaints and claims with them.
12. To have a Privacy Notice available to understand the treatment that will be given to the personal data provided and consent to it, if applicable; for their personal data to be treated in accordance with applicable regulations, and to know the available mechanisms to exercise their Rights of Access, Rectification, Cancellation, and Opposition.
13. To receive treatment free of discrimination, without being denied or conditioned attention or sale of a property for reasons of gender, nationality, ethnic origin, sexual preference, religious beliefs, or any other characteristic in the terms of applicable legislation.
14. To freely choose the notary public to carry out the deed process.