



Letter of rights of the consumer of a real estate transaction

The following are the consumer rights that DIAMANTE REALTORS undertakes to follow in all commercial transactions for the purchase and sale of a house in accordance with the provisions of the Federal Consumer Protection Law (LFPC) and the Official Mexican Standard NOM-247-SE-2021, for which it recognizes that consumers have the following rights:

1. Receive, regarding the real estate offered, truthful, clear, and updated information and advertising, regardless of the means by which it is communicated, including digital media, in such a way that it allows the consumer to make the best purchase decision knowing truthfully the characteristics of the property you are acquiring, in accordance with the provisions of the Law.
2. Know the information about the characteristics of the property, among them: the extension of the land, constructed area, type of structure, facilities, finishes, accessories, parking space, common use areas, services available and general physical condition of the property. property.
3. Freely choose the property that best meets your needs and fits your purchasing power.
4. Not make any payment until the contractual relationship is recorded in writing, except for those referring to advances and operating expenses, under the terms provided by the LFPC.
5. Sign an adhesion contract under the model registered in the Federal Consumer Attorney's Office, stating the terms and conditions of the sale of real estate. After signing, the provider has the obligation to deliver a copy of the signed contract to the consumer.
6. Acquire a property that has the safety and quality characteristics that are contained in the applicable regulations and reflected in the information and publicity that you have received.
7. Receive the property within the term and conditions agreed with the supplier in the respective adhesion contract.
8. If applicable, exercise the guarantees on real estate provided for in the LFPC, considering the specifications provided for in the respective adhesion contract.
9. Receive the corresponding bonus or compensation in terms of the LFPC, in the event that, once the guarantee is exercised, defects or failures persist in the property. Likewise, to carry out the necessary repairs in case of defects or failures attributable to the supplier or opt for the substitution of the property or termination of the contract when appropriate.



10. Have free and accessible service channels and mechanisms for queries, requests, claims and suggestions to the supplier, and know the address indicated by the supplier to hear and receive notifications.
11. Right to protection by the competent authorities and in accordance with applicable laws, including the right to file complaints and claims before them.
12. Have at your disposal a Privacy Notice to know the treatment that will be given to the personal data you provide and consent to it, if applicable; that your personal data is treated in accordance with the applicable regulations and, to know the mechanisms available to exercise your Rights of Access, Rectification, Cancellation and Opposition.
13. Receive treatment free of discrimination, without being able to deny or condition the attention or sale of a home for reasons of gender, nationality, ethnicity, sexual preference, religious or any other particularity in the terms of the applicable legislation.
14. Freely choose the notary public to carry out the deed process.