

The consumer's right to withdraw from the contract

The buyer can return the goods, that is, withdraw from the contract within 14 days from the day of receipt

goods and without giving reasons and additional costs. In case of withdrawal from the contract, the Buyer is in

obligation to do so on the contract withdrawal form.

The contract withdrawal form is available on the website and can be freely downloaded.

The Seller will confirm receipt of the withdrawal form to the Buyer.

The declaration of withdrawal from the contract takes legal effect from the day it is sent to the Seller and is considered

is timely if it is sent within 14 days from the date of receipt of the form.

In case of cancellation, the Buyer is solely responsible for the decrease in the value of the goods that occurs as

the consequence of handling the goods in an inadequate manner.

The seller is obliged to return the received amount of the purchase price to the buyer within 14 days from the date of purchase

receipt of the declaration of resignation.

The customer has no right of withdrawal in case of delivery according to special requirements or clearly

personalized.

Substitution

Instead of withdrawing from the contract, the customer can request a replacement within 14 days from the day of receipt

goods. Merchandise exchange refers to size exchange or model exchange. In case of exchange of goods,

together with the completed exchange form, submits to the Seller, and in that case the costs of the exchange

borne by the Buyer.

The exchange form is available on this site and can be freely downloaded.

The item being exchanged must have the same or greater value than the item being exchanged, in the latter

case with an extra charge.

Goods cannot be exchanged for goods that are on sale, in which case we will only refund money.

Complaint

The customer has the right to file a complaint in case of non-conformity of the goods that appears within

two years from the transfer of risk to the consumer, as well as in the case of incorrectly calculated prices and others

shortcomings.

It is assumed that the goods conform to the Contract:

☐ if it corresponds to the description given by the Seller, and if it has the characteristics of the goods shown by the Seller

To the customer as a sample or model,

☐ if it has properties required for the regular use of goods of the same type,

☐ if it has the properties required for the special use for which the Customer is purchasing it, which must

be known to the Seller,

☐ if the quality corresponds to what is usual for goods of the same type and what the Buyer can do founded to expect public promises about the special properties of the goods given by the Seller, especially if the promise was made through an advertisement or on the packaging of the goods.

If the non-conformity occurs within 6 months from the date of transfer of risk to the consumer, it is possible

assume that the inconsistency existed at the time of the transfer of risk to the consumer.

As a seller, we are obliged to issue a written confirmation to the buyer or confirm receipt electronically

complaints, that is, let us know the number under which the complaint was registered in the record of receipts

complaint.

You can file a complaint:

☐ in writing, via the complaint form that can be downloaded from the website at the same time delivery of the goods to the Seller, which is the subject of the sale and with the original copy of the invoice or

any other proof of purchase.

The seller is obliged to respond to the complaint within 8 days at the latest.

The deadline for resolving a complaint cannot be longer than 15 days from the date of submission complaints.

Extension of the deadline for resolving complaints is possible only once.

If the seller rejects the claim, he is obliged to inform the buyer about the possibility of resolving the dispute

out-of-court and on the competent body for out-of-court settlement of consumer disputes, as well as to

the out-of-court dispute settlement procedure is initiated at the buyer's request, but the seller is obliged to

participates in the same.

If the delivered goods do not conform to the Agreement, the Buyer has the right to demand the removal of the non-conformity

repair, replacement for the same or another item, price reduction or to terminate the contract.

The customer has the right to choose between repair or replacement or if the non-conformity is eliminated in this way

possible, or represents a disproportionate burden on the Seller, the Buyer has the right to request corresponding price reduction or to declare the termination of the Agreement.

In the event of non-conformity appearing before the expiry of the period of 6 months from the date of transfer of risk to the Customer

non-conformity can be eliminated by repair only with the express consent of the buyer.

In the case of exchange, the other item for which the exchange is made must be of the same or greater value, and in the last case

case with an extra charge.

Depending on the Buyer's request, the Seller is obliged to pay the entire amount of the purchase price or a part of it

the price for which the Seller accepts a change, return it to the Buyer within 14 days.

The Buyer also has the right to terminate the Agreement if the Seller does not eliminate the non-conformity of the goods

another way within the established period.

In any case, the buyer has no right to terminate the Agreement if the non-conformity of the goods is minor.

The shade of the item's color may vary depending on the quality of the monitor through which the Customer makes the selection

items for purchase, so the Seller is not responsible for differences between the displayed and the real thing

colors.

Costs in case of non-conformity of the goods are borne by the Seller.

The detailed procedure in the case of a complaint is contained in the complaint form available on this site.