

## GENERAL TERMS AND CONDITIONS

### ORDERING

In the store available at [www.cafelier.eu](http://www.cafelier.eu) the products can be exclusively purchased online through in the manner of demand.

Submitted orders are considered final. In the event of a wrong order or a cancellation. Once the customer has received an "order confirmation" email, the cancellation is no longer possible. The company Cafelier d.o.o. reserves the right to refuse acceptance of any order if the order cannot be executed under the set terms. The company Cafelier d.o.o. may reject the order prior to the arrival of the "order confirmation" notification.

### RETURN OF GOODS

If you are not satisfied with the goods, you must submit a letter of intent or a complaint within 15 days of receipt of the shipment. You must return the items within 30 days after the submission of your letter of intent or complaint. The products must be returned in their original packaging, in the same quantity, undamaged, and must not show any visible signs of use. The original invoice, documentation and the complaint form must be included. For returning the products, use the business address listed above. You can send your letter of intent by email at [info@cafelier.eu](mailto:info@cafelier.eu)

The cost of return is borne by the buyer. We do not accept parcels with shipping fees.

### DELIVERY

Ordered products remain the property of the seller until the full purchase price has been paid by the buyer. The purchase price for the ordered products is settled according to the selected payment method. Your ordered products will be delivered by our delivery service.

The delivery period for the products in stock is 1-3 working days for Slovenia and 3-7 working days for other EU countries. Member States from the date of receipt of payment. For out-of-stock items, an estimated delivery time is indicated. The delivery period begins when payment is received to the company's bank account. In case of unexpected obstacles to the supply of goods (strikes, issues at the manufacturer, interruption of supply of raw materials, shortage of raw materials, measures by state authorities, traffic congestion, etc., or in the event of force majeure), the supplier has the right to extend the delivery time accordingly or to withdraw delivery in whole or in part, without any compensation obligation.

### PICTURES AND DESCRIPTIONS

Pictures of products in the online store [www.cafelier.eu](http://www.cafelier.eu) are symbolic. Although the provider strives to provide accurate photographs of the products sold, all photographs must be taken as symbolic. Pictures do not guarantee the product features. We do not take responsibility for any errors in product descriptions.

### PRICES

The company Cafelier d.o.o. is a taxable person (ID: SI35922940).

Prices are in EUR and are final. The prices for the selected goods or services are valid on the day of the purchase.

Each product in the online store has a RRP and it is representing the recommended retail price by the supplier. The products may also indicate possible sales and DISCOUNTS to end customers or distributors.

### DATA PROTECTION

We do not store any information related to online payments. We will fully protect the information you provide during registration and ordering processes. The data will only be used for the purpose of your purchase (order control, delivery of goods) and internal

information/advertising.

The buyer explicitly agrees that by placing an order, individual data may be stored by data processing and transmitted to affiliates for the purpose of executing the order.

## **ACCEPTANCE - PAYMENT**

By placing an order in the online store at [www.cafelier.eu](http://www.cafelier.eu) you agree to settle the payment in accordance with the selected method of payment. In case of choosing the delivery service, it is mandatory to sign the supporting documents (delivery note/invoice, ...) upon receipt. You have to visually inspect and count the goods and record any visible damage to the packaging before accepting the goods.

By purchasing and choosing the delivery service, the buyer allows their telephone number provided during the ordering process to be used on the delivery form, in order to facilitate communication between them and the delivery service. Any dispute regarding your purchase will be settled by a competent court.

Shipping costs to EU countries and Member States are not calculated. For shipping costs to countries outside the EU, please contact us directly at our email address

[info@cafelier.eu](mailto:info@cafelier.eu) or [support@cafelier.eu](mailto:support@cafelier.eu)

## **WARRANTY AND SERVICE**

The seller declares that all the materials used are of a first-class quality. The buyer must use the products as a good owner and in accordance with the seller's instructions. The warranty does not apply to products damaged due to transportation, improper installation or use under unsuitable conditions, which are not in accordance with the seller's instructions. The warranty period begins on the day of shipping of the ordered products from the company. The warranty for the products is given by the manufacturer or importer, who is responsible for the warranty conditions. Warranties through Cafelier d.o.o. can only be claimed for products purchased from the company Cafelier d.o.o..

Warranty details can be found in the attached product warranty certificate. Products broken down during the warranty period are repaired or replaced within 45 days at the latest. If this is not possible, the product will be replaced with a brand new and faultless product at the customer's request. Products delivered into service outside of the warranty period will be, by agreement with the customer, repaired or forwarded to an authorized service centre as soon as possible. In this case the customer assumes all repair costs (labour, material, delivery, ...). Service work and materials are calculated according to the valid price list of Cafelier d.o.o. or an authorized service centre. In the case of product replacement, the replacement shall be made after their payment has been paid in advance. The customer can pick up their equipment only after the settlement of all their obligations. The product warranty period is stated in detailed product description. The general warranty for the product is 2 years, unless stated otherwise. You can claim the warranty with your original invoice and the product warranty certificate. Defective goods can be delivered to the company headquarters.

The warranty does not apply in the case of improper use, failure to follow the operating instructions, mechanical damage, service by unauthorized persons,... It must be accompanied by the original invoice and the warranty certificate received on delivery of the product. The products can be returned to the business address listed above. You can send us a letter of intent by email at [info@cafelier.eu](mailto:info@cafelier.eu) or [support@cafelier.eu](mailto:support@cafelier.eu)

Any cost of return is borne by the buyer.

We do not accept parcels with shipping fees.

## **RETURN OF GOODS AND WITHDRAWAL FROM THE CONTRACT**

If you are not satisfied with the goods, you have the right to withdraw from the contract within 14 days of receipt of the goods (or after the contract or service has been signed or performed). The seller must be notified about your withdrawal through the writing mail. The message is considered to be timely if the mail was sent within the specified time frame.

If the consumer has already received the goods, they must return the goods in their original packaging, undamaged, in the same quantity and without visible signs of use, to

the seller within thirty days after the written notice of withdrawal has been sent. The return of the goods to the seller within the term of cancellation of the contract shall be considered as a notice of withdrawal from the contract. The original invoice and supporting documentation must be attached. For returning the products, use the business address listed above. You can send us a letter of intent by email at [info@cafelier.eu](mailto:info@cafelier.eu) or [support@cafelier.eu](mailto:support@cafelier.eu). The cost of return is borne by the buyer. We do not accept parcels with shipping fees. The buyer may, upon return, request a refund, which the seller will transfer to their current account no later than in 30 days after receiving the notice of withdrawal. The only cost the customer has to pay in connection with the cancellation of the contract is the direct cost of returning the goods.

## SHIPPING

We only replace items if they are defective or damaged. Send us an email at [info@cafelier.eu](mailto:info@cafelier.eu) or [support@cafelier.eu](mailto:support@cafelier.eu). Send the product to: Cafelier d.o.o., Kasaze 31, 3301 Petrovče, Slovenia. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. When shipping the product back to us you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

## INTELLECTUAL PROPERTY

Interest to all intellectual property and other proprietary rights to products. are prohibited from and shall prevent any third party from, removing, covering, or altering any of our patent, copyright, or trademark notices placed upon, embedded in, or displayed or their packaging and related materials.

We reserve all rights in the product not specifically granted to you under these Terms. You may not use or otherwise export or re-export the products, except as authorized by the laws of the country in which they were obtained. In particular, but without limitation, the products may not be exported or re-exported in violation of export laws, including if applicable export or re-export.

You also agree not to use or enable use of them for any purposes prohibited by applicable law or export or re-export any product with the knowledge that it will be used in the design, development, or use of chemical, biological, nuclear, or ballistic weapons. Laws and regulations change frequently. It is your responsibility to know the law pertaining to export/import procedures in the country of destination of the product. You shall defend, indemnify, and hold us harmless against any liability (including attorneys' fees) arising out of your failure to comply with the terms of this paragraph.

## CHANGES TO TERMS OF SERVICE

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

## THIRD-PARTY SERVICES

Certain services made available via our websites are delivered by third party sites and organizations. By using any product, service or functionality originating from domains owned by Cafelier d.o.o., you hereby acknowledge and consent that we may share such information and data with any third party with whom we have a contractual relationship to provide the requested product, service or functionality on behalf of our users and customers. In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other

payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions. For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

As an example, if you are located in Italy and your transaction is processed by a payment gateway located in Greece, then your personal information used in completing that transaction may be subject to disclosure under Italian legislation.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website.

## **LINKS**

Our websites may contain links to other websites ("Linked Sites"). The Linked Sites are not under the control of Cafelier d.o.o. and we are not responsible for their content, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site.

We are providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement of the site or any association with its operators.

## **OTHER COSTS**

Other costs in connection to ordering, delivery and brokerage are not charged.

## **SYSTEM ABUSE**

We will prosecute any attempt of system abuse in our online store by any legal means.

## **VALIDITY OF OFFERS AND PRICES**

Offers and prices are valid until withdrawal or cancellation.

## **CHANGES TO THIS PRIVACY POLICY**

We reserve the right to modify this privacy policy at any time, so please review it frequently.

Changes and clarifications will take effect immediately upon their posting on the website. You are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

## **CONTACT INFORMATION**

Questions about the service reclamation should be sent to us at:

[info@cafelier.eu](mailto:info@cafelier.eu) or [support@cafelier.eu](mailto:support@cafelier.eu) or by email to a person you have been in contact with from our company.