

## General terms and conditions

General terms and conditions regulate relations between customers and sellers in the web shop srnectekstil.hr. (Later known as web shop). By registering and shopping in our web shop the customer confirms he has read and agrees with the general terms and conditions.

### Seller

Name: KROJAČKOTRGOVAČKI OBRT "SRNEC TEKSTIL"

Short name: K.T.O. SRNEC TEKSTIL

Owner : DEJAN SRNEC

Headquarters : BALOGVEC 53, MAČKOVEC, 40000 ČAKOVEC

OIB : 09708227604

Crafts register : OBRTNI REGISTAR ČAKOVEC

Craft number : 90693086

Code of business activity: 1413

Number of fundamental capital : 1.663.211,00 Kn (uplaćen u cjelosti)

Number of the domestic trading accounts:

ERSTE&STEIERMARKISCHE BANK DD HR0324020061140002465

ZAGREBAČKA BANKA HR6523600001102245799

PRIVREDNA BANKA ZAGREB HR5423400091160318010

Number of the foreign trading account: ERSTE&STEIERMARKISCHE BANK DD

24020061140002465 EUR SWIFT/BIC: ESBCHR22

E-mail address: [info@srnectekstil.hr](mailto:info@srnectekstil.hr)

### Contact:

040/341022 Central

040/341085 Wholesale, Retail

040/341431 Accounting

040/341211 Fax

## General terms

We commit to keep privacy of our customers. All data is used only as information and is strictly kept private.

### Order

The customer puts the selected products from the web shop into the cart; after the shopping is finished they are asked to confirm the order. After the customer confirms the way of paying, the goods are considered to be ordered. Customers are all persons of age who accept our general terms.

### Order confirmation

The customer will receive the notice about the order by e-mail after shopping in the web shop.

## Ways of paying

Srnc Tekstile web shop allows you to buy the selected items by paying directly via the Internet:

- Invoice paying
- Cash on delivery

Invoice paying:

When choosing invoice paying, you will receive an accounting to your e-mail address with all the data necessary for the payment, including the number of the account you should pay for the order to. You can then make a payment using internet banking or in a way you usually pay for the bills. After the payment is received, we will send the ordered products to you. When choosing the cash on delivery way of paying, the products are paid after the delivery by the courier service.

We hold the right to request advance payment of large amounts of products. Prices are in expressed in kunas. The value added tax is included in the price. The offer is valid until the expiration of stocks.

### **Conditions and delivery time**

Products can be ordered in Croatian area.

Deliveries in the Croatian area are made by Overseas Trade courier service.

Delivery expenses for the products ordered in the web shop are as follows:

- Orders under 400,00 kn are paid by the tariff of 25,00 kn
- Orders over 500,00 have FREE DELIVERY

KTO Srnc Tekstil commits to deliver the ordered package in 5-7 work days after the payment is received.

Delivery is made according to the terms of the courier service, and it is considered made in the moment of handing products to the courier service.

If the customer uses his right of unilateral termination, he won't have to pay costs made by it.

### **Exchange**

When changing the product for a different size, we won't charge you with the shipping costs. If the product is to be replaced with another product, we don't cover the shipping expenses.

### **Reclamation**

In case of reclamation, delivery damages, data transfer error or some other deficiency, please contact us within two work days from receiving the package. The customer is obligated to send reclamation in writing within the legal deadline of 14 days at: Balogovec 53, Mačkovec, 40000 Čakovec or via e-mail at: [info@srnctekstil.hr](mailto:info@srnctekstil.hr) by our online **unilateral termination of the purchase agreement\* form**

The right to reclamation the customer can get if:

- The goods aren't delivered according to the instructions from the order
- The delivered goods don't match the standards.
- There was a damage during the delivery

After receiving the goods, the checking of the validity of the order is up to the customer, and they are required to compare the bought articles with the order. If something is missing, it is necessary to point it out immediately because subsequent reclamations won't be considered. All mentioned complaints we will solve in agreement with the client, i.e. the customer.

### **\*Unilateral termination of the purchase agreement**

#### **Duration and termination of the agreement (unilateral termination of the contract by the customer)**

The customer has the right according to the Consumer Protection Act, without giving reasons for it, unilaterally terminate the contract which was concluded outside of the business premises or at distance within 14 days. It can be unilaterally terminated using the mentioned form or through any unambiguous statement in which you express your wish to terminate the contract on a permanent media. In case of unilateral cancel of the contract we will act in accordance with the Consumer Protection Act, or Civil Obligation Act. Refund of the paid goods will be made after the goods are returned to us. The return has to be made without delay, but no later than 14 days from delivering the unilateral contract termination form. The customer is according to Article 77, paragraph 5 of the Consumer Protection Act responsible for all impairment of the purchased product which is a result of handling the bought product. Extra information about the customer's right to unilaterally terminate an agreement you can find on this link: *Zakon o zaštiti potrošača*:

[http://narodnenovine.nn.hr/clanci/sluzbeni/2014\\_03\\_41\\_723.html](http://narodnenovine.nn.hr/clanci/sluzbeni/2014_03_41_723.html)

Name\*:

Surname\*:

Adress\*:

To: KTO Srnec Tekstil

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