

TERMS OF AGREEMENT

1. Generally

These terms establish the procedure for ordering, payment, delivery, and complaints of products offered on our online store. "ROTO Kruna d.o.o." is the seller, and the buyer is any adult visitor to our online store who orders goods in one of the ways described in the following text.

The buyer is responsible for the accuracy and completeness of the entered data during the purchase process. The products are intended for sale exclusively within the EU. By purchasing products in the online store, you accept all the terms displayed in the following text.

2. Accuracy of content

In our online store, we always strive to accurately display the descriptions, images, and prices of the offered products. Despite our efforts, occasional minor errors or inconsistencies may occur.

3. Product availability

We regularly monitor the stock levels in our warehouse and accordingly update the data in our online store daily. However, it may sometimes happen that a product is displayed in our online store even though it is no longer available in the warehouse. In such a case, we will inform you, and you can change or cancel the order.

4. Prices

All prices are displayed in euros (EUR), and VAT is included in the prices.

Prices are discounted for cash or pro forma invoice payment.

The prices in the online store do not apply to card payments in physical stores. If you wish to pay by card, please contact us to check the price or visit us at Ul. kralja Tomislava 44, Gradići, 10410 Velika Gorica.

The prices of discounted items are valid only for cash or pro forma invoice payment.

5. Ordering

All products offered in our online store for the territory of the Republic of Croatia can be ordered in one of the following ways:

- through the web shop cart
- by email

6. Payment

In the online store, products can be paid for by:

- credit or debit card (Mastercard®, Maestro® or Visa)

- general payment slip
- bank transfer
- internet banking
- cash on delivery (cash upon receipt of the goods)

For each order, an employee will contact you about the delivery time and make an offer for your order.

7. Delivery

Products available in the warehouse are shipped on weekdays no later than 24 hours after receipt of payment (it may take a day or two depending on the bank) or within 24 hours when paying cash on delivery. If the product is not currently available, our employee will contact you and inform you when we can deliver your order (most commonly within 48 hours).

For orders over €300.00, delivery is free.

Pallet delivery for shipments that exceed the framework of package delivery is €46.44 depending on the dimensions and weight of the goods and the delivery address.

When sending your order, we will send you an email with information about the shipment and which courier service the order was sent with.

Note: When paying cash on delivery, "Hrvatska pošta" d.d. charges a commission of 1.83% of the total amount of the order.

8. Returns, Complaints or Product Replacement

If you are not completely satisfied with your purchased product, you can return or exchange it within 7 business days after receiving the shipment. Subsequent complaints will not be accepted. The product must be unused and in its original packaging, along with the original invoice that you received with the shipment. The customer bears the costs of return and delivery of the new product.

The seller undertakes to deliver the product that corresponds to the product description stated on www.roto-kruna.hr. Photographs illustrating the product on the website correspond to the actual appearance of the product, and the customer cannot complain about this segment. A registered user has the right to make a complaint or request a return of the purchased product within eight (8) calendar days from the day of delivery of the product, if he notices any defects in the products upon receipt of the goods or if the delivered products are defective. ROTO Kruna d.o.o. will, based on the request for return or replacement, return the funds to the account specified by the user in the request or replace the product with a new one within thirty (30) days from the date of receipt of the returned product at the address specified on the complaint form. The complaint request is sent by e-mail to info@roto-kruna.hr or by post to ROTO Kruna d.o.o., Ul. kralja Tomislava 44, Gradići 10410 Velika Gorica, Croatia, telephone +385 (0)1 6216 930. The seller will provide the customer with a confirmation of receipt of the complaint notice without delay by e-mail. After the customer requests a return, the seller's staff will contact him and provide instructions for the return to be executed. In order for the return to be accepted, the returned product must be undamaged, unused, and in its original packaging. The return of the delivered products is carried out by delivery to the address that the registered user is informed of after sending the complaint. The customer

bears the costs of returning the product. The registered user is obliged to return the delivered products in the condition in which they were delivered to him and in the original packaging (commercial packaging in which the goods were delivered). If it is unquestionably determined that the complaint about the product is unfounded or that the defect of the ordered product arose due to inadequate handling or use, then ROTO Kruna d.o.o. is not obliged to refund the money or deliver a replacement product. The complained product will be returned to the customer at his expense, with a written explanation of the reasons for not accepting the request for return or replacement. If the request for a refund or replacement is justified, ROTO Kruna d.o.o. will send the correct products to the user, with the cost of resending the product borne by ROTO Kruna d.o.o. If there was a mistake in packing the ordered products and the customer did not receive the ordered product but another one, he must report it within eight (8) days. In that case, the customer returns the incorrectly delivered product at the expense of ROTO Kruna d.o.o., which undertakes to deliver the ordered product or refund the money (according to the customer's request) within fifteen (15) days from receipt of the incorrectly delivered article. If the user did not receive the ordered and paid-for product, they are obliged to report it within eight (8) calendar days from the expected delivery date of the ordered product via email to info@roto-kruna.hr or by phone at +385 (0) 1 6216 930. ROTO Kruna d.o.o. is obliged to determine what happened with the advertised shipment within that period and inform the user of further complaint resolution. The Buyer can unilaterally terminate the purchase agreement within 14 days without stating a reason.

For the Buyer to exercise the right to unilaterally terminate the contract of sale, they must inform ROTO Kruna d.o.o. of their decision to unilaterally terminate the contract before the deadline, through an unambiguous statement sent by post or e-mail, in which the Buyer will state their name, address, telephone number, fax number, or e-mail address. The statement on the unilateral termination of the contract can be delivered to the seller through the attached form for unilateral termination of the contract of sale: Form for unilateral termination of the contract of sale. The Buyer can also deliver the statement on the unilateral termination of the contract to the seller through the form located on the website www.roto-kruna.hr/shop by filling it out electronically and sending it to the email address provided (info@roto-kruna.hr). ROTO Kruna d.o.o. will deliver a confirmation of receipt of the statement on the unilateral termination of the contract to the Buyer without delay, by e-mail. The deadline for the unilateral termination is 7 working days from the day when the goods that are the subject of the contract were handed over to the Buyer or a third party designated by the Buyer who is not the carrier. If the Buyer unilaterally terminates the contract of sale, ROTO Kruna d.o.o. undertakes to refund the received purchase price within 7 working days from the receipt of the statement on the unilateral termination, after the Buyer returns the purchased goods. In the case of unilateral termination of the contract, the Buyer is obliged to return the purchased goods to the seller no later than 7 working days from sending the statement on the unilateral termination of the contract. The cost of returning the purchased goods is borne by the Buyer.

9. Responsibility for material defects

ROTO Kruna d.o.o. is liable for material defects of sold goods in accordance with the provisions of the Obligations Act.

10. Guarantees

Products of ROTO Kruna d.o.o. are tested and certified in accordance with EU standards and norms, and production takes place in accordance with the ISO 9001:2015 standard, with all stages of the production process strictly controlled. User instructions are an integral part of the product and provide detailed information to the buyer about the product and its use. Claims for product defects caused by failure to comply with the instructions for use listed on the product packaging, careless use, or unprofessional handling will not be accepted. Claims for products that have defects due to a manufacturer's error will be replaced by the manufacturer and the replacement product will be delivered to the buyer as soon as possible, or a refund will be issued.

11. Privacy protection

"ROTO Kruna d.o.o." undertakes to protect the personal data of customers by collecting only basic information about customers that is necessary to fulfil our obligations. All user data is strictly confidential and is only accessible to employees who require it to perform their job duties.

ROTO Kruna d.o.o.

CEO:

Roman Krunić, mag.oec / M.A.