



## **TERMS AND CONDITIONS**

### **Basic terms**

In terms of these General Terms, the Buyer is a natural or legal person who orders or pays for the delivery of products through the Seller, online store INpersonalize shop, address <https://inpersonalize.webnode.hr/> (hereinafter INpersonalize shop), the company IN person jdoo , Zrinsko Frankopanska 27, 21300 Makarska (hereinafter IN person jdoo). If the data on the Buyer contains data on the legal entity, then the Buyer is considered a legal entity, and the natural person whose data are entered is considered an authorized person of the Buyer.

The Buyer is considered to be the person who orders and pays for the product, and the Recipient is considered to be the person to whom the product is delivered, and it is different from the person of the Buyer.

### **Personal data and business ability**

By accepting the General Terms and Conditions, the Customer declares that all information provided about himself is true and complete, that he is legally capable, of legal age and that there are no known obstacles to ordering and purchasing products through the online store INpersonalize shop.

In accordance with the privacy and data security statement, IN person j.d.o.o. collects only the basic data, which are necessary to fulfill the obligations.

#### **Ordering and concluding contracts**

Products are ordered by selecting, using the menu and filling out the electronic form. The customer can order and purchase the product as an unregistered user.

Payment for ordered products can be made by payroll, card payment or payment via iban account.

In case of payment by e-banking and general payment, the contract is considered concluded at the moment when IN person j.d.o.o. receive confirmation that the order amount has been paid.

If the ordered product is not available in stock, IN person j.d.o.o. will notify the Customer that the product is currently unavailable and inform him of the period within which the product is available.

The ordered product, depending on whether it is available in stock, IN person j.d.o.o. delivers as soon as possible.

## **Online shopping**

Details of each product are printed - product name, brief description, features and price.

The prices displayed on the pages next to each product are valid for all forms of payment.

The price of postage is not included in the price of the product, except for shipping in Croatia.

Products are ordered by selecting, using the "basket" menu and filling in the electronic form. Once sent, the order can only be canceled within 24 hours. In the event that the ordered item is not in stock, you will be contacted as soon as possible, and you will be offered the option of waiting for the item to arrive, a replacement for another suitable item or a full refund. All the items you have decided to buy can be found on the page called "Shopping Cart".

In the case of the above payment, the Buyer is responsible and bears the risk for the accuracy and truthfulness of the submitted data, because IN person j.d.o.o. make a refund in accordance with the submitted data. Billing

The customer will pay for the ordered products by card or pay by pal, according to the order. Payment is made in Croatian domicile currency (Croatian kuna).

We make the delivery upon receipt of payment. If you need an R1 account, you need to enter your OIB and the name and address of the company or trade.

Prices are in HRK. All prices include VAT. In the event of significant exchange rate changes, we reserve the right to change prices. Offer is valid while stocks last. We reserve the right to make typographical errors.

## Complaints

All products are thoroughly inspected and delivered in good condition before delivery. Upon receipt, be sure to unpack and inspect the shipment, and if you notice damage caused during transport or if the contents of the shipment do not match the order, you are not obliged to pick up the shipment, but return it to the courier and notify us immediately. The courier will return the damaged shipment to us, and a new shipment will be sent to you, at our expense. We do not replace incorrectly ordered goods. In the package you will receive there is an invoice for the goods you receive. In case you do not receive an invoice in accordance with the order or the received goods: 1. Write a letter with your full name, address, phone number, email address, which items you are returning (quantity, size, etc.), a description of why you are returning and what you want us to do (change for another product, refund, etc.). Return your shipment with the letter to the address: IN person j.d.o.o, Zrinsko Frankopanska 27, 21300 Makarska. Make sure that you send the shipment with a confirmation of receipt of the shipment. This way you will be sure that your shipment is safely delivered to the right address. If you send a package without confirmed delivery, no one will be responsible for the loss or damage of your shipment. Please be sure to accept this advice! IN person j.d.o.o. guarantees that all products purchased on our web shop are correct. If you received a product that you did not order or you received a product with an error, let us know about the problem. If the complaint is justified, contact us no later than 7 days from the date of receipt of the product, in order to agree on the replacement of the damaged product or refund. The customer has the right to return the product in the following cases:

- delivery of products that have not been ordered
- delivery of damaged products
- delivery of products that are damaged, and the damage is the result of poor handling during delivery.

In order to exercise the right to warranty, it is necessary to enclose a copy of the invoice or order confirming the purchase with the defective product. Complaints sent by parcel distribution must be properly packed in cardboard packaging. All complaints improperly packaged or those with visible mechanical damage in transport will not be accepted but will be returned to the sender at his expense. RE-ORDERING FEE. If we receive your return of goods and conclude that the cost of re-ordering is justified, we will contact you by email and / or telephone before we do anything and offer an exchange. If the

return of the returned goods is unjustified (you do not like it, a gross error in taste / appearance), we will be forced to charge you the cost of resending. Please note that returned goods must be originally packaged.

## **Product data**

Photographs of products are illustrative in nature and do not always and in all details correspond to the products that are the subject of the order. IN person j.d.o.o. especially emphasizes that the visual identity of the product shown in the photo does not have to match the appearance of the product in reality, especially given the monitor settings on the customer's computer, differences in color perception as the customer sees them on the screen and the like.

In the case of the above discrepancy between the product shown in the photo and the delivered product, there is no shortage of product.

Product data (product description, price, etc.) displayed in the INpersonalize shop are subject to bugs, irregularities in the operation of the application, other technical irregularities, typographical errors, etc. In case of obvious errors or inaccuracies regarding the product data displayed in the INpersonalize shop, IN person j.d.o.o. reserves the right to unilaterally terminate the contract.

## **Product availability**

The subject of the order can only be products for which the order states that they are available in the warehouse and products that are not available in the warehouse, but are available within 7 working days, not including Saturday.

## **Delivery**

Dear customers, we offer delivery via HP Express delivery. Delivery times are from 2 to 14 working days within Croatia. The packaging is made in such a way as to avoid any damage during normal transport. Before taking over, the buyer is obliged to visually check the shipment, report any visible damage and possibly refuse to receive the damaged shipment. Postage for most orders is 35.00 kuna, and if the value of the ordered goods exceeds 500.00 kn goods will be charged and delivered without shipping costs. If the buyer requests that the shipment be delivered express, the shipment will be sent by courier service and charged according to the valid price list of the courier service upon delivery.

The delivery price includes product packaging.

Delivery is not included in the price of the product, unless otherwise indicated (indication - free delivery). Free delivery is valid only in the territory of the Republic of Croatia. IN person j.d.o.o. undertakes to deliver the ordered product within 15 days from the date of conclusion of the contract.

Delivery is performed according to the conditions of using the delivery service, and is considered to be made at the time of delivery of the product to the delivery service.

If the product sent to the Buyer or the Recipient is returned IN person j.d.o.o. because the delivery service failed to make the delivery, the Buyer will be notified by e-mail and will be offered the following options: to deliver the ordered product, at the request of the Buyer by e-mail, to the address of the Buyer or the Recipient or to pick up the ordered product warehouse address Inauro jdo, with prior telephone agreement on the pick-up date.

When IN person j.d.o.o. through the delivery service delivers the product to the Buyer or the Recipient, the Buyer or the Recipient is obliged to take over the product by signing the delivery note, which confirms that the product has been properly delivered.

### **Defects in the product**

IN person j.d.o.o. is not liable to the Buyer or the Recipient for minor scratches on products resulting from the delivery of goods through the delivery service, if the scratches or minor defects do not affect the basic properties and usability of the product.

IN person j.d.o.o. does not suit the Buyer or the Recipient if the technical capabilities of the equipment of the Buyer or the Recipient are not sufficient for the correct use of the product, as well as if the personal characteristics of the Buyer or the Recipient are not sufficient for the use of the product.

In case of defects in the product, the Buyer may terminate the contract only if he has previously given the Seller a subsequent reasonable period for fulfillment of the contract.

## **Other conditions**

For a valid product order, the person filling the order must be over 18 years of age. IN person j.d.o.o. has the right to unilaterally change these Terms of Sale without prior notice. All products purchased IN person j.d.o.o. will deliver under the conditions valid at the time of concluding the contract.

## **Application of terms of sale**

By using the services of the online store INpersonalize shop, you accept these Terms of Sale. If you do not agree to the Terms, do not use these sites or order products through them.

## **Copyright**

IN person j.d.o.o. is the copyright holder of the content and formats of this website. All content from the website may not be used without the permission of IN person j.d.o.o., nor given to third parties.

## **Final provisions**

By accepting these Terms of Sale, the Buyer agrees to their terms and accepts that they form an integral part of the contract.

## **IN person j.d.o.o.**

Zrinsko Frankopanska 27, 21300 Makarska

The share capital of HRK 10.00 has been paid in full.

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