



TERMS AND CONDITIONS

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: INpersonalize, vl. Ivona Novaković, Turanj 9, 21000 Kamen. 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! INpersonalize 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.