



Right to Quit - Legal Basis

In accordance with the provisions of the Law on Consumer Protection, you are entitled to a long-distance termination of the contract within 14 days from the time of purchase, without emaning reasons or additional costs, except for the costs in article 14. 34th and 35th. consumer protection law (hereinafter: the termination of the contract). The 14-day deadline ceases your right to resopire from the contract.

When one order orders several types of goods that are delivered separately, the 14-day deadline begins to flow when the last type of ordered goods reaches your state, i.e. the third party state that you have designated and which is not the carrier. The deadline from this article expires after the last hour of the last day of the deadline.

When the delivery of goods consists of multiple shipments and parts, the 14-day deadline begins to flow when the last shipment or part of it has reached your country, i.e. the third party state that you have specified and which is not the carrier.

When the contract is concluded indefinitely with periodic shipments of goods, the 14-day deadline begins to flow when the first shipment of goods reaches your country, i.e. the third party state that you u Vašu državinu have designated and which is not the carrier.

The buyer, in terms of the provisions of this law, is considered a consumer (a natural person who buys the product to settle their individual needs, not to perform professional activities).

The burden of proving that he acted in accordance with the provisions of Article 28, st. 1.-5 of the Law on Consumer Protection in order to exercise the right to renege on the contract, is up to the consumer.

Deadline for a long-distance contract

You are entitled to give up your long-distance contract within 14 days, without estimation of reasons and additional costs, except for the cost of returning goods and money. The cost of returning goods and money is not borne by you in cases where it receives such a defective or misleading item.

The statement of termination of the contract produces legal effect from the day it was sent to us as a merchant.

Elipsa

Contract Extension

1. If you decide to give up the contract before the product is delivered, your funds will be returned to you no later than 14 days after the date of receipt of the termination statement. The only cost you have in this case is the cost of a refund.
2. In the event of a termination of the contract upon receipt of the product, it is necessary to return the product to us, no later than 14 days from the day you sent the termination form. After the expiration of 14 days from the day you sent it from the uprising, the product can no longer be returned. You can return the product through the courier service of your choice. In this case, the refund of the product and money is your expense.
3. If you receive a product that clearly shows that it has an error/ flaw and that the error was not caused by improper use, i.e. acting in accordance with the allegations in the accompanying declaration, but that there has been an error in production, packaging, or transport, you have the option to drop the contract. The return of the product is made through the courier service through which you received the same, in accordance with the instruction you will receive from our operator. The cost of refund is also borne by Mof LunaHouse.
4. In the event that we are unable to replace the item for which we have accepted the application on osnovu any legally provided basis with an adequate, other copy, it has the right to withdraw from the contract. The return of the product is made through the courier service through which you received the same, in accordance with the instruction you will receive from our operator. The cost of refund is also borne by Fashion House Elipsa.

Please note that a customer you are responsible for defects or damage to products resulting from inadequate handling of the product, i.e. for the reduced value of the product resulting from the handling of goods in a manner that is inadequate. If a defect or product damage is found to be the fault of you as a customer, we will assess the level of damage. In accordance with the level of damage, and with your consent, we will proportionately reduce the amount of money returned or refuse to return the sheep and the product will be returned to you at your expense.



Refunds

In case of refunds for products that you paid for one of the payment cards, we are obliged to make the refund only via the payment card with which you made the payment (VISA, EC/MC, Maestro and other electronic payment methods). Bank will perform a refund at the seller's request only at the expense of the card holder from which the item is paid. If you paid for the products when you retrieved in cash, we are obliged to deposit the money either in the V-ah current account or the payment card.

The buyer cannot, under any circumstances, require a refund in cash or for a transaction made using one of the payment cards or for cash payments made.

Use of personal data

By filling out the Statement of Termination of a Long-Distance Contract or Contract concluded outside the business premises, you provide us with data that serves to record changes in the sale of goods and will not be used for any other purpose.

Note: Items purchased in the online store cannot be returned to our retail stores, but only through the procedure described. We thank you for your understanding.