



Terms of Use and Sales

On the basis of the provisions defined by Art. 13, Art. 27, Art. 28, Art. 29, Art.30, Art. 31, Art. 34, Art. 50, Art. 51, Art. 52, Art.53, Art.54, Art.56 of www.elipsa.rs the Consumer Protection Act ("Official Gazette of RS" no.62/2014, 6/2016-dr.law I 44/2018-dr.law)

Notifies

1. Sale of goods via internet website www.elipsa.rs is carried out within the registered delatity of the ZTKR Elipsa Kraljevo, Radnički bataljon 22, 36000 Kraljevo 036 373-765 PIB _101258096
2. The basic characteristics of all our items with all the corresponding declarations can be found on the website www.elipsa.rs
3. According to the Consumer Protection Act ("Fig. Messenger RS" No.62/2014, 6/2016-dr.law I 44/2018-dr.law) purchase through our sales website www.elipsa.rs is considered a distance sale.
4. A long-distance sales contract can be downloaded [here](#).
5. All products sold through the website www.elipsa.rs have the properties necessary for regular use of these types of goods in accordance with its purpose defined in the Declaration of each individual product, in accordance with all relevant laws of the Republic of Serbia.
6. The uniformity of goods to the contract is determined solely according to the properties and purpose of the goods as defined by the corresponding declaration of each individual product.
7. The sale price of goods is indicated with each item in the manner prescribed by the laws of the Republic of Serbia.
8. All products that have special properties or defects, also those products that are on special discounts or shares will be clearly marked with the designated price of each individual product as required by the laws of the Republic of Serbia. Periods of duration of promotional and/or action discounts will be adequately indicated.
9. Product photos are only illustrative in nature, so they do not always have to match the actual products in all details. Given the ability to individually set up the monitor or display on a mobile device, we cannot guarantee full color equality of our products with colors as users (consumers) see them onthe screen of their monitor or mobile device. Please note that in such cases, the reassment is not justified.
10. [Here you](#) can view or retrieve the following documentation that gives you basic information that protects your rights in the proceedings of purchase online: Data on merchant, The Termination Statement of a Long-Distance Contract or Contract concluded outside the business premises, Right to Quit -Procedure, Right to Quit -Legal Regulation, Advertising Sheet, Long-Distance Sales Agreement, Terms of Use and Sale, Privacy Policy. If you wish to shop in our online store or just register, please send confirmation after you know your rights that you have read it and that you agree to it by clicking in the appropriate fields on our site.
11. You can visit our online store and make the purchase you want as a Registered User or as a Guest. You can get acquainted with the registration process [here](#).

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12. The Elipsa fashion house handles and uses personal data with special care that you have provided to us, in accordance with the privacy policy that you can familiarize yourself with [here](#).

13. When creating an order by pressing the CONFIRM key, Itake up the obligation to purchase and pay for the ordered goods.

14. All your purchases on the online site of fashion house Elipsa can be paid in one of the following ways:

- Payment with payment cards during the process of purchase on the site.
- Payment of payment cards on 6 monthly installments without interest during the process of purchase on the site.
- Payment by cash at the time of delivery, exclusively for purchase and delivery on the territory of the Republic of Serbia.

15. Purchases with special price benefits and/or with special sales incentives (prize games, equity sales, etc.), are made in accordance with the conditions published on the website www.elipsa.rs

16. Delivery costs are fixed at RSD399.00 courier service (R-Express) price list.

For purchases in **greater than 8000 dinars**, the shipping costs are borne by the Elipsa.

17. We deliver purchased goods on the territory of the Republic of Serbia through the courier service R-Express.

For all territories outside the borders of the Republic of Serbia, delivery is not possible.

18. Products purchased through online store www.elipsa.rs payment by taking cash at the time of delivery or payment cards for purchase and delivery on the territory of the Republic of Serbia.

19. At any time, you have the right to give up your long-distance contract, before or after the receipt of goods. You can get acquainted with your legally guaranteed rights [here](#). The procedure is defined [here](#), all you need to do is provide us with a form that you can download [here](#).

20. If you do not wish to keep the same product after receiving the product, you are entitled to give up the contract as defined [here](#). In the event of a termination of the contract, you are entitled to a refund in accordance with the refund procedure.

21. If you find that size is not appropriate in the case of receiving ordered products, you have the option to replace the product for another in the appropriate size within **14 days** by sending a query [to elipsaonline@elipsa.rs](mailto:elipsaonline@elipsa.rs) or to **+381604068661**

22. If you find that you want to replace the item for another item after receiving the ordered goods, which may be larger, smaller or the same price categories than the item previously ordered, you can replace it **within 14 days** by sending a query to Elipsaonline@elipsa.rs or to **+381604068661**

23. For all the products you purchased through the website www.elipsa.rs have the right to make a complaint, complaint or objection in accordance with the Consumer Protection Act. The process of resolving them is carried out on the basis of the provisions of the aforementioned law, as well as the provisions of the Law on Trade ("Official Gazette of RS" no. 53/10, 10/2013). in the way defined for goods purchased through the online store.

24. When you feel the need to make a complaint, complaint or objection, you must send us a completed form that you can download [here](#).

25. In case we are unable to replace the item for which we have accepted the application with an adequate, other item, the Elipsa fashion house is obliged to refund you.

The Elipsa shall make a refund without delay the payment it has received for the goods, including the costs of delivery, and no later than 14 days from the date on which it has received the unilateral termination form, with Elipsa being able to delay the recovery of funds until it receives the goods returned, or until you provide proof

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that you have sent the goods to the Elipsa. , depending on what comes first, except when the Elipsa has offered to take over the goods on its own.

By purchasing the product, you give explicit consent to make a refund to your current account.

26. Items purchased from the online store cannot be returned to our retail stores, but only through the procedure described in the Section of The Advertising Procedure and the Right to Quit.

27. You can always contact us in writing at : ZTKR Stationery Elipsa, Radnički bataljon 22, 36 000 Kraljevo

28. The entire content displayed on the website of the Elipsa Fashion House is owned by the Elipsa Fashion House.

29. All your orders, made during the weekend and holidays, will be processed on the first subsequent working day.

30. In the event that one of the defined cases of higher power occurs, all of our pre-taken obligations are delayed for a period of time. All Contracts downloaded by that time or at the time of the "Higher Power" state will be partially or fully terminated on the side of one of the participants (Yours or Elipsa). A higher power implies a state of war, unrest, civil war, revolution, martial law or a special state of functioning of the state, a strike or general strike by key infrastructure institutions, suspension of the delivery of electricity-telephone-internet services, natural disasters, etc. In the case of these special living and working conditions, Elipsa will do everything in its power to resolve all current orders, situations in the fastest possible way.

For any additional questions or possible clarified of any of the above defined rules of functioning of our internet website www.elipsa.rs or your rights as a customer can contact us in one of the following ways: by letter to send us an email elipsaonline@elipsa.rs, by letter to the address of the ZTKR Elipsa Confectionery, Workers' Battalion 22, 36 000 Kraljevo or simply call us by phone at **+381604068661** in the period from 08:00 - 16:00 each working day.

Basic information about the company:

Firm (full name): ZTKR Elipsa Confection

Tax identification number (PIB): PIB _101258096

Activity and activity code: 1392 - Production of finished textile productsexcept clothing

Company Headquarters (street and number, place: Radnički bataljon 22, 36 000 Kraljevo

Phone number: +381 36 37 30 08

Phone number of Online store: +381 60 40 68 661

E-mail Directorate: elipsa@elipsa.rs

E-mail online shop: Elipsaonline@elipsa.rs

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By accessing or using the www.elipsa.rs website, you agree to comply with the provisions set forth herein, which may be updated from time to time and posted on the www.elipsa.rs website in such form.

The user is free to see any part of the site www.elipsa.rs for his personal and private use. Ellipse reserves the right to change the terms of use of the Website set forth herein without any notice. Access to the site www.elipsa.rs after such a change will be considered as unconditional acceptance of the new conditions.

If you do not wish to be bound by these provisions, please do not use the site.

ORDERING / PURCHASING PRODUCTS

Pursuant to the provisions of Article 13 and Article 27 of the Law on Consumer Protection (Official Gazette of RS 65/2014), ZTKR Konfekcija Elipsa notifies its consumers who purchase goods online:

You can order products via the website www.elipsa.rs by phone or e-mail, in two ways: by cash on delivery or delivery of the desired product in the nearest Elipsa retail facility.

Ordering through the site www.elipsa.rs is simple, and even if you make a mistake, we are ready to help you in any situation.

SHOPPING BY COD - As in a classic store, you first need to select the products you want to order on the site. Then select the "contact" link, and you will be automatically directed to an e-mail form where you will enter your e-mail address and other required information, make an inquiry about the product you want to buy and order the desired product, following the steps on the website and instructions. you will receive from us by e-mail. By clicking on the link you will receive on your e-mail, you will confirm the purchase, and you will receive a confirmation on your e-mail, with all the information about your order. When purchasing by cash on delivery, you will receive the purchased product at your address, through the courier service, in the manner described below. Payment is made exclusively in cash, on hand to the courier supplier. Along with the purchased goods, you will also receive a fiscal invoice with the amount of your purchase.

SHOPPING IN A RETAIL FACILITY - As in a classic store, you first need to select the products you want to order on the site. Then select the "contact" link, and you will be automatically directed to the e-mail form where you will enter your e-mail address and other required information, make an inquiry regarding the product you want to buy and order the desired product. If you want to pick up the desired product in one of Elipsa's stores, Elipsa will inform you as soon as possible and in which time you can pick up the desired product at the nearest Elipsa retail facility. After receiving this e-mail, it is necessary to confirm your order by replying to the e-mail.

After completing the order (as described in detail in the previous section), you will receive an e-mail notification containing all the information about the order. However, if for some reason the delivery of the ordered goods is not possible, Elipsa is obliged to inform you without delay. We try to have enough items offered on the site in all sizes, but due to market dynamics and the number of retail / franchise facilities in Serbia, there is a possibility that in certain cases the ordered product will no longer be available in our warehouse in the required size. This note primarily applies to models that have been on sale for a long time.

If this happens, our sales department will notify you by e-mail and offer you an alternative.



METHODS OF PAYMENT

All payments will be made in the local currency of the Republic of Serbia - dinar (RSD). The middle exchange rate of the National Bank of Serbia is used for informative presentation of prices in other currencies. The amount for which your payment card will be charged will be expressed in your local currency through conversion into the same at the exchange rate used by card organizations, which cannot be known to us at the time of the transaction. As a result of this conversion, there is a possibility of a slight difference from the original price listed on our site.

The prices listed on the site are of an informative nature and it is possible that there will be deviations from them, as well as that the prices in retail facilities are somewhat different from those listed on the site www.elipsa.rs.

You can pay for the products you want to buy via the website www.elipsa.rs and which you ordered by phone or by ordering by e-mail: cash on delivery, cash, payment cards, citizens' checks, credit cards or through an administrative ban, in the following ways:

Cash on delivery: cash on delivery is made in cash on hand to the courier to the supplier of the purchased product.

Cash payment: means payment of the amount from the fiscal account in cash when taking over the goods in the retail facility.

Payment by payment cards: if you have the following payment cards: VISA, DINA, MASTER, MAESTRO, you can choose this method of payment, in any Elipsa retail store.

Payment by citizens' checks: you can pay by citizens' checks in 4 monthly installments in any of Elipsa's retail outlets.

Payment by credit cards: Elipsa accepts credit cards of Intesa VISA, MASTER and AMERICAN EXPRESS banks, through which it is possible to pay in 3 monthly installments in Elipsa retail stores in the following cities: Belgrade, Novi Sad, Uzice, Cacak, Nis and Kraljevo.

Payment by administrative ban:

The goods are hereby sold under the following conditions:

- for purchases over 6000 dinars, a purchase in 3 installments is approved

- for purchases over 9000 dinars, purchases in 6 installments are approved

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The buyer must meet the following conditions:

- to be employed for an indefinite period of time
- that the company in which he works pays salaries regularly in accordance with the Labor Law
- that the company in which he works in the last 365 days has not had a blocked current account for more than 10 days
- that the average amount of income in the last 3 months less suspensions is at least twice the amount of the purchase
- that the Administrative Prohibition certified by the company is not older than 3 days
- that the adopted Administrative Prohibition contains all the necessary data

In order for the buyer to buy the goods in installments, it is necessary to perform the following steps:

- Download the Administrative Prohibition form [here](#)
- Print the Administrative Prohibition [form](#) in 3 copies
- Give the printed documentation for completion and certification in the competent service in the company where the customer is employed
- Bring the completed and certified documentation together with a photocopy of the ID card to the retail facility
- After selecting the goods, the seller fills in the Contract on the sale of goods with installment payment of the price and after signing one copy of the contract leaves the buyer, after which the buyer can take over the goods.
- When paying the installment, regardless of whether it is done by a company or a buyer, it is obligatory to enter the number of the contract in the reference number.

DELIVERY EXPENSES

Delivery costs amount to a fixed 399.00 dinars according to the price list of the courier service (R-Express). You can also see this in the detailed view of your purchase order, which you will receive at your e-mail address, in which these costs are calculated. By ordering via e-mail you give your explicit consent to pay the shipping costs. For purchases whose amount is more than 8000 dinars, the delivery costs are borne by Elipsa.

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SHIPPING DELIVERY TIME

From the moment of recording your payment, ie from the day of receipt of the purchase order by e-mail, it takes a minimum of 2 and a maximum of 5 working days for your shipment to be delivered. This includes the preparation of your shipment + the number of days it takes for the courier service to deliver the product.

Delivery of goods is performed exclusively on the territory of the Republic of Serbia, except on the territory of the Autonomous Province of Kosovo and Metohija.

SHIPPING

Your shipment will be delivered to you by courier to the address you specified for delivery, between 8 am and 4 pm. For this reason, please ensure that there is a person at the address who can pick up the shipment during that period. When picking up the shipment, you need to visually inspect the package to make sure there is no visible damage.

If the transport box is significantly damaged and you suspect that the product may be damaged, you need to refuse to accept the shipment and notify us immediately.

If the shipment is seemingly undamaged, you are free to pick up the shipment and sign the courier's invoice and pay for the goods if you have chosen cash on delivery as the method of payment.

It is the duty of the courier to try to deliver each shipment twice. It is common practice for the courier to call you on the phone you left when creating the order and arrange a new delivery date, if he does not find you at the address you specified for delivery. If even then the delivery cannot be made, the shipment will be returned to us. Upon receipt of the shipment, it is our obligation to contact you to establish the reason for non-delivery and arrange for resending.

PROTECTION OF USER PRIVACY

On behalf of the Elipsa Fashion House, we are committed to protecting the privacy of all our customers. We collect only the necessary, basic data on customers / users and data necessary for business and informing users in accordance with good business practices and in order to provide quality service. We give customers a choice including the ability to decide whether or not they want to be deleted from the mailing lists used for marketing campaigns. All user / customer data is strictly kept and is only available to employees who need this data to do the job. All employees of the fashion house Elipsa (and business partners) are responsible for respecting the principles of privacy protection.



PROTECTION OF CONFIDENTIAL TRANSACTION DATA

When entering payment card data, confidential information is transmitted over the public network in a protected (encrypted) form using SSL protocols and PKI systems, as currently the most modern cryptographic technology. Data security during the purchase is guaranteed by the payment card processor, Banca Intesa ad Belgrade, so the complete billing process is performed on the bank's website. At no time is payment card information available to our system.

RETURN

In case of return of goods and refund to the customer who previously paid with one of the payment cards, in part or in full, and regardless of the reason for return, the fashion house Elipsa is obliged to refund exclusively through VISA, EC / MC and Maestro payment methods, which means that the bank will, at the request of the seller, refund the funds to the cardholder's account.

Respectfully your Elipsa!

Privacy Policy

Elipsa Fashion House greatly appreciates the trust you've placed in us. As your reliable partner over the past 30 years we guarantee you that we will keep the privacy of the data you have provided us.

We imply that by using our web application you have previously read and agreed to the general terms of use and sale.

On our website, all our users can regularly monitor any changes to general terms of use and sale and the follow-up method and purpose of processing collected personal data. Our site may contain links to other sites. They are set up as convenience of users and Elipsa fashion house does not control, nor is it responsible for their exposed content and privacy policy, and renounces any liability if such sites have inappropriate content, contain viruses or other harmful materials, insult or infringe copyright. Elipsa Fashion House is not responsible for the content of information published by users through personal comments left in the "blog" or "news" section. We reserve the right to remove any messages containing material that we consider indecent, inappropriate or otherwise unacceptable. We do not hold ourselves responsible nor are we obliged to monitor the user's comments and therefore renounce responsibility for the content of any press release, whether or not it stems from the copyright, libel, privacy or other laws.

Right to information

If you have any questions concerning your privacy policy or how your private data is handled, you can contact us via e-mail address: elipsaonline@elipsa.rs At any time you can ask us to learn about your personal data that

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we process, you can request their restriction, deletion, correction or transfer of data. Elipsa Fashion House reserves the right that without prior notice at any time, it can change the data displayed on any site page, and that it can make changes and supplements to all terms of use. All changes to the terms of our business will include general business conditions and personal data processing on our website. Our registered users will have additional privileges as we will notify them by sending a corresponding notice to the submitted e-mail addresses. However, regardless of these benefits of registered users, we ask all users to regularly read the current general business conditions of the Elipsa Fashion House and the purpose and manner of processing the collected personal data in the part of the website for this purpose. Each user, whether registered or not, can, if they wish to be informed about our privacy policy as well as other business conditions and by direct [querying to the elipsaonline@elipsa.rs email address](mailto:elipsaonline@elipsa.rs) or by calling the phone number **+381 60 40 68 661** from 08:00 - 16:00h every working day.

Data privacy

Elipsa Fashion House collects the following personal data for efficient and secure business purposes: first and last name, address and place of residence, e-mail address, contact phone number, password in encrypted form, and other data entered by the user in forms on our web site www.elipsa.rs is responsible for the accuracy of the data entered. We need the above data in order to be able to deliver to you the products you ordered in our online store, as well as to inform you of the current status of the order. We also use the data to provide support in case you need it, in the procedures of award games organizations, as well as in order to improve the quality of service and assortment we offer to our loyal customers. Please notify us of any personal data that is logged on registration. In the event of a change that we have not been informed of, we are unable to answer for any deficiencies in terms of the efficiency of the realization of your order, i.e. the delivery of our products. The data provided to us during the visit and/or registration in our online store is stored and processed in accordance with the internal rules of business and security of the Elipsa Fashion House, with strict control over availability of the same employees who need it in order to perform the jobs efficiently. Employees of Elipsa Fashion House are obliged to respect the confidentiality of your data. The Elipsa Fashion House will not provide us with the data you have provided to unassisted third parties and will be treated in accordance with the applicable Law on Personal Data Protection. We may provide personal data to third parties solely on legal duty, authorized institutions, and in accordance with the applicable legal regulation of the Republic of Serbia.

Sign in to e-news

You can sign up to our e-news that, until the recall, we inform you about: the news on offer in our online store and retail facilities, ongoing marketing activities, discounts for loyalty ness, sweepstakes, special events organized by the Elysa Fashion House, as well as all other current events related to the Ellips fashionhouse. After completing the form, the user will receive a confirmation message to the specified electronic address. The user, by confirming the appropriate form until the recall, remains logged on to the e-news of the E-news Elipsa Elipsa (so-called opt-in approval). Any time the user can either write in writing or by clicking the Check out button in e-news or through a mobile device in the form of a text message, request that the personal data carrier permanently or temporarily stop using his personal data in order to direct marketing, which will be done within 15 days of the date of receipt of the request.

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User registration

You can use our online store as a "Registered User" or as a Guest.

Registered users submit the requested data in the registration process. Each registered user receives their own user name and password, which is secret and known exclusively to the user. It is necessary for the user to guarantee that their user name and password will be managed only by the person or person authorized by him. Each user is personally responsible for the content he writes on our website. The final buyer in our online store is only the registered user, i.e. an unregistered user (guest) who buys goods for his own purposes or non-profit activities. In our online store the buyer is exclusively a natural person. In case the user registers, Elipsa Fashion House will use the customer data until the recall to process the user's order, prepare other relevant quotes, and for marketing analyses that will help improve our sales offer. Data can also be used for repeated marketing. The Company Fashion House Elipsa stores data until revocation or check-out in accordance with the legal regulations of the Republic of Serbia. The user can either time in writing toe either send to [the elipsaonline@elipsa.rs](mailto:elipsaonline@elipsa.rs) or by clicking Delete the account. If the user wants to delete the user account, the e-mail notification must contain the following data: the title of the message should be Revoke the user account ; in the contents of the message please specify the user's first and last name, address and e-mail address to which the user registered; the message must be sent from the e-mail address from which the user registered as a registered member.

Shopping as a GUEST

In case the user wants to search the site or to make purchases of one of the available products without registration, as gost, the Elipsa Fashion House will use the entered data to process the ordered order.

Contacting

The user of our website may ask Elipsa specific questions through contact forms that are available on our site in multiple places or alternatively via e-mail addresses. The data that the user submits when you ask the preferences you want will be used to resolve user's questions.

The e-mail addresses listed on the website are not personal, but business e-mail addresses for the Elipsa. I mean, the same ones are not related to one specific physical person, but the data provided this way can be processed by different persons, all in order to quickly and efficiently resolve the user's question. By sending an e-mail message through a web form or to the addresses listed on that web site, the user agrees to the general terms of use of our online store located at the www.elipsa.rs

Social media connections

By clicking on the icon of some of the social networks (Facebook, Instagram, Youtube, etc..) located on the Elipsa Fashion House website , the user can easily access our profile on the desired social networks. In addition to our profiles , the user can access the social media profiles of various content associated with the Elipsa Fashion

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House. Clicking on one of the offered icons will allow the user to efficiently and quickly relevant information, all in accordance with the user's web activities and selected preferences.

Payment security

Fashion house Elipsa uses SSL technology to transfer all personal data of our users, which takes into account the coding of all information sent by order. In the event that you choose payment by payment card, the payment card information entered by the user in encrypted form is transferred from the user's computer directly to the bank's authoritative server.

When entering payment card data, confidential information is transmitted through a public network in a protected (cryptographic) form using the SSL protocol and PKI system, as currently state-of-the-art cryptographic technology.

Data security when purchase, guarantees payment card processor, so that the full billing process is done on the bank's websites.

Data verification is conducted directly between the buyer and banca Intesa ad Beograd. Payment card data is not at any point during the transaction available to our system.

Payment of all orders in the Republic of Serbia is made in dinars (RSD). If the user chooses to pay with payment cards from foreign Issuers Banks, the amount of the transaction in dinars will be converted to the settlement currency of the Bank (EUR) according to the exchange rate of the National Bank of Serbia. When borrowing your payment card, the already converted amount will be converted to your local currency, according to the exchange rate applied by payment card operators. The price listed on the website in dinars is fixed, however due to the above mentioned conversions it is possible to deviation from the same when you translate it into local currencies of bank card issuers or when you compare the Eurythmia price on our site with the price in euros applied in the billingprocess. euro conversions into dinars.

Personal Data Operator

The operator of all personal data is ZTKR Elipsa, Radnički bataljon 22, 36 000 Kraljevo.

Any questions about privacy and processing of personal data can be asked [at an e-mail](mailto:elipsaonline@elipsa.rs) address: elipsaonline@elipsa.rs or call us by phone at **+381 60 40 68 661** from 08:00 -16:00h every working day.



"Cookies"

Elipsa Fashion House uses cookies during your visits to our website to help you customize your needs and to search everything you want faster and more efficiently.

At the beginning of the visit, an individual user is assigned a session cookie to identify and track the consumer basket. Elipsa Fashion House can also store other cookies on the user's computer, such as the encrypted user identification number (for user recognition on the next visit). Session cookies are stored in server memory only for the duration of a visit and deleted after one hour of inactivity, while persistent cookies stored on the user's computer for 2 years then become inactive. Our cookies cannot be used to run a program or deliver the virus to your computer. In addition, your personal data is stored only upon receiving your express consent or if it is absolutely necessary to use and access the service.

Each user can delete cookies from their computer or mobile device at any time by running the appropriate option in your Internet browser.