

General Terms and Conditions

1. General

General Terms and Conditions have been prepared in compliance with consumer protection regulations, based on the recommendations of the Chamber of Commerce and Industry of Slovenia and international codes for online and electronic business. The online store www.420purifier.com (hereinafter referred to as the "online store") is managed by Društvo Zdravo z naravo association as a provider of electronic business services (hereinafter referred to as the "Trader").

By registering in the online store, the visitor obtains a user name that is identical to his e-mail address and a user password set by the user himself. The user name and password unambiguously define and connect to the entered data. By registration, the visitor confirms and certifies that he is an adult person with full legal capacity.

These General Terms and Conditions define the functioning of the online store, the rights and duties of visitors, users and buyers and the business relationship between the Trader and the user as the buyer of products from the online store offering.

2. Payment methods

The Trader provides the following payment methods for the purchase of products from the online store:

- Paypal
- Visa
- Mastercard
- Maestro

for the advance transfer of the purchase price and shipping costs to the transaction account of the Trader after the completed offer or preliminary invoice.

3. Prices

The online price applies to all registered users of the Trader's online store.

All prices in the online store are listed in Euro. All prices in the online store are product prices and do not include shipping costs. All prices apply only to the online product order through the online store.

All prices apply at the time of the order and are valid until their respective changes.

4. Purchase procedure

The buyer sees and examines which products he has selected and added to the shopping cart, sees and examines the price of each product and the total price of the entire selected quantity of each product.

Prior to the confirmation of the order, the user (buyer) is enabled through the graphical user interface to easily examine, modify and confirm individual changes with immediate effect.

After placing the order, the user (buyer) receives an e-mail notice from the Trader that the order has been accepted. Within 1 hour of the receipt of this notice, the user (buyer) has the opportunity to cancel the order without any consequences. Apart from the cancellation option, the user (buyer) cannot change the content of the order after placing it. The user (buyer) always has comprehensive information on the status and content of each order in his profile on the Trader's website.

5. Order confirmed

If the user (buyer) does not cancel the order, the Trader prepares and ships the ordered products within the agreed deadline and informs the customer (buyer) via e-mail.

Delivery time is 15-20 days.

In the electronic message referred to in the previous sentence, the Trader also instructs the user (buyer) about the product return policy and informs him about contact persons for a complaint in case of a complaint or delay in delivery.

6. Purchase contract

The Trader issues a written invoice to the user, who purchases a product from the online store, with a breakdown of costs and an explanation of the right to withdraw from the purchase by returning the purchased product, if necessary and possible. The purchase contract in the form of a purchase order is stored electronically on the Trader's server and is available to the user (buyer) at any time in his user profile. The purchase contract is concluded in the language chosen at the time of purchase.

7. The right to withdraw from the purchase, the return of products

Within 14 days from the date of the receipt of the ordered products, the user (buyer) has the right to notify the Trader at the e-mail address **denis@420purifier.com** that he withdraws from the purchase contract, without the obligation to state the reason for such decision. The return of the purchased products to the Trader shall be deemed as a withdrawal notice within the time limit for withdrawal from the purchase contract.

Purchased products must be returned to the Trader at the latest within 14 days from the day of the delivery of the notice of withdrawal from the purchase contract. Purchased products must be returned to the Trader undamaged, unused in original packaging and in unchanged quantity, unless the products have been destroyed, defected, lost or their quantity decreased without the user's (buyer's) guilt. If the mail package with which the user (buyer) received the ordered products is physically damaged, if there is a lack of content or if it shows signs of opening, the user (buyer) must initiate the complaint procedure at the manufacturer.

For the returned products, the Trader returns the user (buyer) as soon as possible and at the latest within 30 days from the receipt of the cancellation message the paid amount, while any used promotional codes and other discounts are not returned to the user (buyer). The repayment of the paid amount is made by the Trader to the personal or transaction account of the user (buyer). The used gift voucher is returned in the form of a credit note.

8. Warranty

Products have the warranty as stated on the invoice or on the warranty certificate. The warranty is valid upon consideration of the instructions and conditions stated on the warranty certificate and upon the submission of the invoice. The warranty period is indicated on the warranty certificate or in the invoice. The warranty information is also indicated in the product presentation in the online store.

The user (buyer) can claim the warranty from the Trader. The warranty can be claimed by the buyer with a warranty certificate and the invoice. Manufacturer or its authorised service is obliged to perform the warranty repair within 45 days from the date of receipt of the product for repair or to replace the product with another equivalent product in an impeccable condition.

9. Delivery

The Trader shall deliver the ordered products to the user (buyer) within the agreed time. Please note that we do not send packages to mailbox addresses due to the size of the sent package.

The contracting partner of the Trader for the delivery of packages is the delivery service DHL EKSPRES (SLOVENIJA), d.o.o. or other. The Trader reserves the right to choose another delivery service if thus he can complete the order more efficiently.

In case of the receipt of products by payment on delivery, the buyer also pays the postage costs.

Please be advised that we ship from Europe. For all orders made from other countries, shipments may be subject to import fees and taxes which are due on arrival. It's impossible for us to determine these charges as they vary from country to country and state to state. If you need any detailed information about these charges please contact your local customs office.

10. Safety

The Trader uses appropriate technological and organisational means to protect the transmission and storage of personal data and payments. For this purpose, the Trader uses a 128-bit SSL certificate issued by an authorized organisation.

PayPal and Sixpay are responsible for secure authorisations and credit card transactions. Credit card authorisations are executed in real time with immediate checking of data at banks. The credit card information is not stored on the Trader's server.

11. Complaints, disputes and application of law

The Trader respects the applicable consumer protection regulations. The trader has an effective complaints handling system and has appointed a person whom, in the event of a problem, the user (buyer) can contact by telephone or by e-mail. In the event of problems, the user (buyer) can call the following phone no. for help: 031 661 204 info SLO, 00386 31 661 204 info EU. The user (buyer) can send a complaint to the e-mail address **denis@420purifier.com**. The complaint processing procedure is confidential.

Within 5 working days, the Trader shall acknowledge the receipt of the complaint and inform the user (buyer) how long he will deal with it. The Trader shall keep the user (buyer) informed about the progress of the procedure and shall strive to resolve any dispute by mutual consent. If a mutual agreement on the dispute is not reached, the Local Court in Žalec shall have the jurisdiction to settle any dispute between the Trader and the user (buyer). The Trader and the user (buyer), as participants in electronic business, mutually acknowledge the validity of electronic messages in court.

Slovenian material and procedural law applies to these General Terms and Conditions and all disputes between the Trader and the user (buyer), whereby the rules of the international private law that would indicate the use of any other law do not apply.

For all relationships and rights and obligations that are not governed by these General Terms and Conditions, the provisions of the Obligatory Code, the Electronic Commerce Act, the Personal Data Protection Act and the Consumer Protection Act shall apply mutatis mutandis.

The General Terms and Conditions were accepted by the representative of the Društvo Zdravo z naravo association on 11th May 2018 in Žalec.

We wish you a lot of pleasant and favourable purchases in our online store!