

RETURN AND REFUND POLICY

1. GENERAL PROVISIONS

The following return and refund policy modify the rights and obligations for the contracting parties that result in contract of sale between e-shop seller of brand name **Choralis Art, Natália Messner Bakošová, Veterná 836/5, 05342 Krompachy, Company registration number: 37179381** (here after "the seller") and the buyer. The subject of this contract is buying and selling goods on seller`s E-shop website.

2. SELLER'S CONTACT DETAILS

Choralis Art

Natália Messner Bakošová

Veterná 836/5

05342 Krompachy

SLOVAKIA

Company registration number: 37179381

Tax registration number: SK1020027316

VAT registration number: 37179381

Address: Natália Messner Bakošová, Veterná 836/5, 05342 Krompachy

Branch: Družstevná 5, 05342 Krompachy

Phone number: +421 903 800 804

Email: info@choralis.art

3. DELIVERY CONDITIONS

3.1. The seller is obliged to deliver the goods to the buyer without any delay, at the latest by 30 days from the date of conclusion of the contract unless agreed otherwise in the contract. If the seller fails to fulfil the obligation the buyer has the rights to appeal for the goods to be delivered within the time requested by the buyer. Delivery within 30 days does not apply for the wholesale consumers and companies, where written agreement for delivery dates must be made depending on actual stock supply and production length. If seller fails to fulfil the obligation in additional deadline, then the buyer has got the rights to back out of the contract.

3.2. The ordered goods will be delivered by courier service Post or some other to the costumer`s address. The price for delivery is calculated by the weight of the whole order. The final sum for delivery is stated in the buyer`s basket, and also in the order invoice. Depending on the delivery country, you might be subject to import duty and tax.

4. PAYMENT CONDITIONS

4.1. The buyer is obliged to pay the seller the purchase price inc. delivery costs in cash or by bank credit card by way of online payment CardPay, PayPal or online bank transfer to sellers account stated in the acceptance of an order or on seller`s website when ordering the product.

4.2. Natural persons (individual) and legal persons that have Vat number: EU VAT, are entitled to goods to be supplied exempt from VAT.

5. COMPLAINTS CONDITIONS

5.1. In case of a complaint please contact the seller via contact form in e-shop section <https://choralis.art/contact/> or e-mail on: info@choralis.art

5.2. The buyer has the right to a free of charge repair within 30 days if the goods have a defect that can be eliminated.

5.3. The seller is obliged to eliminate the defect without any delay. The buyer can ask to exchange the goods instead to eliminate the defect or to eliminate the defect only of one part or the exchange of this part as long as for the seller there will not arise inadequate costs concerning the price of the goods or significance of a defect.

5.4. The seller reserves the rights to replace the defective goods for a non-defective with same or better technical parameters provided that it will not cause the buyer any significant difficulties.

5.5. The buyer is obliged to examine when receiving the goods if the goods were delivered without any defects. In case of any damage, the buyer must immediately take a photo of the goods and send the photos on the email address in form of complaint to info@choralis.art.

6. RETURN AND REFUND POLICY

6.1. Right to withdraw from the purchase contract

You have the right to withdraw from the purchase contract without giving a reason within 14 days. The period for withdrawing from the contract expires 14 days from the day when you or a third party designated by you, with the exception of the carrier, take delivery of the goods. When exercising the right to withdraw from the purchase contract, inform us of your decision to withdraw from this purchase contract by a **clear statement** (for example by letter sent by post, fax or email) **to the address:**

Natália Messner Bakošová, Veterná 836/5, 05342 Krompachy, Slovakia

or e-mail: info@choralis.art,

or by phone: +421903800804.

If you use this option, we will immediately confirm the withdrawal from the purchase contract by e-mail or on another durable carrier. The withdrawal period from the purchase contract is preserved if you send a notice of exercise of the right to withdraw from the purchase contract before the withdrawal period from the purchase contract expires.

6.2. Consequences of withdrawal from the contract

In case of withdrawal from the purchase contract, we will return all payments you made in connection with the conclusion of the purchase contract, especially the purchase price, including the costs of delivering the goods to you. This does not apply to additional costs if you have chosen a different type of delivery than the cheapest regular delivery method we

offer, nor to costs for additional services if they were the subject of the contract and if they were fully provided.

Payments will be returned to you without undue delay and in any case no later than 14 days from the day we receive your notice of withdrawal from this purchase contract. Their payment will be made in the same way that you used for your payment, unless you have expressly agreed to a different payment method, without charging any additional fees. Payment for the purchased goods will be made to you only after the returned goods have been delivered back to our address or upon presentation of a document evidencing the return of the goods, whichever occurs first.

Send the goods back to us or bring them to the address of the company's registered office without undue delay and in any case no later than 14 days from the day of exercising the right to withdraw from the contract.

The period is considered to be preserved if you send the goods back before the 14-day period has expired. You bear the direct costs of returning the goods. Please note that in the event of withdrawal from the purchase contract, you are responsible for any reduction in the value of the goods as a result of handling them between the time of their delivery and the moment of their return in a way other than what is necessary to determine the nature, properties and functionality of the goods.