

# General Terms & Conditions of Sale

If you wish to become a user of our web shop, we would kindly ask you to carefully read the General Terms and Conditions below. Our web shop and our services/products should be used only if you agree with all the provisions listed below and if you consider them an obliging contract between you and Mystic Nails Ltd. as the provider and owner of this web shop. This document is not published, but considered only in its electronic form and it does not refer to any codes. If you have any questions about the mode of operation of this web shop or about the process of invoicing and shipping, please do not hesitate to contact us.

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**Please find detailed information on shipping options, time and costs under the section "Payment and Delivery Information".**

## Impressum / Company Details

Company name: Mystic Nails Ltd.  
Address: 8 Vranjska Street, 11000 Belgrade, Serbia  
Tax Identification Number (PIB): 107084762  
Identification Number: 20739215  
E-mail: [info@spavalica.rs](mailto:info@spavalica.rs)  
Website: [www.spavalica.rs](http://www.spavalica.rs)  
Phone: + 381 64 644 69 69

## Goods and services being offered

The products displayed are available only if ordered online and delivered through courier services.

## **Categories of the products offered**

(1) 'Spavalica' sleeping nest (2) Fitted sheet (3) Blanket

Prices displayed next to the product include 20% VAT, but they do not include costs of delivery to home address. There are no additional packaging costs.

## **Order information**

In order to place an order through our web shop, you must first register. It is necessary to specify the correct address for delivery and sending the invoice during registration. Please note that we are not responsible in case of incorrect deliveries due to incorrect information provided by the user.

## **Order processing**

Orders are processed every working day between 10:00 and 19:00

Orders can also be shipped before and after the specified processing period. The usual duration of order processing is 1 day after order confirmation.

Please note that the images shown in the product details are illustrations only and that there may be differences from the actual product. We reserve the right to partially or completely reject orders. In these cases, we notify the user via e-mail and refund the money (bank transfer).

## **Steps in making an order**

1. Add the selected product to your Shopping Cart.
2. In "View Cart", if you want to continue shopping, click "continue shopping". If you do not want to add more items, check the quantity of the ordered product. Set the value to 0 for the item you want to remove from your shopping cart or click the delete button. The shopping cart view will reload after you click the "Refresh" button.
3. If you have put all the items you need in your cart and if you have adjusted the quantities, click on "Proceed to checkout".
4. Please check / select delivery details.
5. Click "Next" to check / select a delivery method. Click "Next" to select a payment method. Click "Next" again to see a brief overview of the order.
6. On the unsubscribe and confirmation page you will be able to see and edit details regarding your delivery / invoicing / payment and order. To complete and submit your order, click "Complete Order" after accepting the terms and conditions of purchase.
7. After you send the order, you will receive a confirmation e-mail with the details of your order.

Please check invoicing and shipping details carefully, as well as your e-mail address and phone number, as we cannot be held liable in the event of errors due to incorrect information provided by the user. If you do not receive a confirmation e-mail within 48 hours, please check your e-mail folder with spam messages and/or if your inbox is full. Confirmation e-mail should usually be received a few minutes after the order is sent, but no later than 48 hours after the order is sent.

## **Receiving an order**

Orders returned with the note “delivery refused” or “address not found” can only be resubmitted if the shipping costs are paid again.

## **How to change user’s data**

Please note that Mystic Nails Ltd. cannot be held responsible for errors caused by incorrect delivery and billing details. Therefore, we kindly ask you to carefully fill in the registration form. In case there is a change in any detail in your data, you can change that data by clicking on “Account”, after logging in. You can also change your data at the end of the ordering process, and new data will be saved automatically. You can also add more delivery/invoicing addresses and choose from the list the one you want to use when ordering.

## **Poor performance**

Poor performance is justified if the order details in the confirmation e-mail differ from the contents of the package (e.g. different quality, different quantity (unit)). Poor performance is not justified if the errors are due to incorrect information and/or order details entered by the user (product unit, type, color, quantity, etc.).

If poor performance is established, the owner of the web shop (Mystic Nails Ltd.) will contact the consumer to find a solution and reach an agreement on reasonable compensation. That agreement must be issued in writing.

All receivables can be realised through the following contacts:

Consumer service: 8 Vranjska Street, 11000 Belgrade, Serbia

Phone: 064/630 644 69 69

E-mail: [info@spavalica.com](mailto:info@spavalica.com)

## **Product Return Policy**

The consumer has the right to withdraw the order within 14 working days after receiving it, without giving any special reasons for that. In that case, the consumer must send the order back and pay the delivery costs back to the supplier. The consumer has 28 days to return the order after receiving it. No additional costs may be charged to the consumer, but the company may claim a refund of the costs incurred due to improper use of the product.

After Mystic Nails Ltd. receives the returned order, the company will transfer the amount of the order value to the consumer’s bank account within 30 days.

## **How to return an order**

If you wish to withdraw your order, you must notify us via one of the following contact methods (telephone, fax, e-mail) within 14 working days of receiving the order. If you wish to send an order withdrawal notice by post, the date on the postmark will be considered the return notification date, with a deadline of 8 business days for sending the notice. If you wish to notify

us by telephone of a request for return, the date of notification shall be the date of your telephone call, with a period of 14 working days for sending the notification. In the case of a return of the order, the company does not have to reimburse the costs for additional delivery to the consumer, but only a refund for the costs of normal delivery. After receiving the returned order, the company opens the package and records the process with a video camera to record the condition of the returned goods. Take care to use the goods correctly, as the costs incurred due to the incorrect use of the goods must be borne by the consumer.

## **Privacy policy**

This document explains our policy regarding the personal information you provide when you visit this site. Our goal is to protect your data. By accessing or using our site, you consent to the terms and conditions of Mystic Nails Ltd.'s Online Privacy Policy, which are set forth below. If you do not agree to these terms and conditions, please do not access or use our site.

When you perform certain activities on this site, such as registering, ordering products or registering for contests, Mystic Nails Ltd. may ask you for certain personal information by filling out a certain form and submitting it online. You have complete freedom to choose whether to perform the activities offered or not. However, if you choose to perform the activities offered, Mystic Nails Ltd. may ask you to provide personal information, such as your name, residential address, e-mail address and other personal information.

Mystic Nails Ltd. collects this information to record and support your participation in the activities you have selected. For example, if you order a product, this information is used to send by post the ordered items and offer you all the benefits that may be available to registered users. If you are applying for a contest, this information is collected to qualify you for entry and to contact you regarding the contest or prizes. Mystic Nails Ltd. also uses the information you provide to keep us informed of special offers and other Mystic Nails products and services. Mystic Nails Ltd. recognises and appreciates the importance of responsible use of this data. If you do not want Mystic Nails Ltd. to use your submitted data for the purpose of informing you about other products and special offers and if you state this when providing data, we will respect your wish.

Your personal information is password protected to prevent unauthorised access to that information. We recommend that you do not disclose your password to anyone.

When you visit this site, you can surf the site anonymously and access important information without revealing your identity. However, in order to provide you with better services, we may use "cookies" to track your visits. A "cookie" is a textual thread of information that a website transfers to a browser's "Cookie" file on your computer's hard drive so that the website can remember who you are. A "cookie" usually contains the domain name from which the "cookie" came, the "expiration date" of the "cookie" and a note that is usually a randomly generated unique number. Most large websites use "cookies". "Cookies" cannot be used on their own to identify you. You have the option to accept or reject "cookies" by changing the settings on your

browser. However, you will not be able to use all the interactive features of our site if “cookies” are disabled.