

General Terms and Conditions

We advise you to carefully read the following terms and conditions before using the online store website.

By using the website, you express your agreement to the terms below. If you do not agree with the terms, please leave the page of the online store ROSI Teh d.o.o. (hereinafter "ROSI Teh").

The ROSI Teh online store reserves the right to change the terms and conditions on the website at any time, without prior notice.

The following terms and conditions also apply to purchases through other advertisements or classified ads published in other media.

Clarify any ambiguities before purchasing the products by phone or e-mail.

Images may differ from actual products as they are from different manufacturers, with the functionality of each product remaining the same.

Prices

All prices published in the online store are expressed with VAT. Prices are valid only when ordering. Prices in the pro forma invoices are fixed but may deviate from the price in the price list.

All product prices are in Euros (€).

Method of payment

It is possible to pay by cash on delivery or by proforma invoice. When ordering, the customer decides on the method of payment. When paying by cash on delivery, the buyer pays the delivery person the purchase price and delivery costs. When paying by proforma invoice (if the purchase price has been completely paid), the buyer does not pay anything to the delivery person, as he pays everything before the execution of the order.

All delivered goods remain the property of ROSI Teh until full payment.
An invoice will be issued upon delivery of the goods.

Delivery and delivery costs

The buyer can pick up the shipment in person, at our address by prior arrangement. Or receive it within 2 to 10 business days from the order date.

In the case of a personal collection of goods at the company's headquarters, we do not charge you for postage.

If the goods are not in stock, the delivery time may be extended indefinitely (usually up to 30 days). Delivery of items (shipments) that are not in stock can be checked with the link next to the item "Ask for product/stock".

Delivery is mostly in the morning (according to the delivery service schedule). We do not ship goods on Saturdays, Sundays, and public holidays.

The contractual partner for the delivery of shipments is the package distribution "GLS", but the seller reserves the right to choose another delivery service if it will be able to fulfill the order more efficiently.

The method of delivery is agreed upon completion of the order.

Packaging costs are also charged for delivery costs.

In the event that the customer does not pick up the package, he is subsequently charged for the costs of packaging and shipping the package, which is incurred.

Warranty

The products sold in the ROSI Teh online store mostly fall into the category of spare parts for which no warranty is required.

Items have a warranty if so stated on the item on the website. The guarantee is valid according to the instructions and upon submission of the invoice. Warranty periods are listed for the item on the website.

If there is no warranty information, the item does not have a warranty or the information is not known at this time. In the latter case, the buyer can contact the seller, who will provide up-to-date information.

Complaints

We will try to resolve any complaint as soon as possible, of course for the benefit of the customer.

With each complaint, it is necessary to fill in the complaint report, which is located on the website under the complaint tab. A photocopy of the invoice must be submitted together with the advertised item.

Without the submitted invoice, the complaint cannot be resolved (therefore the invoice must be kept carefully).

Items can be returned in person at the address "Dravinjska cesta 96, 2319 Poljčane" or sent by post, and we do not accept redemption packages.

ALL ITEMS ADVERTISED BY THE BUYER ARE SENT TO THE MANUFACTURER OZ. SUPPLIER, THEREFORE IMMEDIATE EXCHANGE FOR A NEW ITEM IS NOT POSSIBLE!

Delivery time

The ROSI Teh online store will make every effort to deliver the goods to the customer within the stated delivery times.

The ordered goods go on the road in the shortest possible time. Products in stock can usually be expected with package delivery the next working day from the order, or, no later than 10 working days.

If the product is not in stock, the delivery time may be extended indefinitely (usually up to 30 days).

The ordered goods remain the property of the ROSI Teh online store until the full purchase

price is settled. We reserve the right to deliver against payment only after collection. The ROSI Teh online store reserves the right to reject any order for which it finds that it cannot perform it under the stated conditions, and to return any purchase price already received without interest.

Product damage

The buyer is obliged to carefully inspect the packaging and its contents when accepting the items. In the event of damage to the product, the customer is obliged to immediately notify the delivery person of the damage. The buyer is obliged to draw up an official report together with the postal worker and to pay special attention to the section on the condition of the packaging and the product. The buyer will relinquish the damaged product, which together with the official minutes will be at the expense of ROSI Teh d.o.o. sent to the sender's address. After receiving the damaged product, we will send the customer a new product as soon as possible.

Any damage to the items during transport (sent by express mail) is resolved by the competent express mail.

If the customer notices damage after delivery of the product, but within a maximum of 3 days after delivery, report the damage to tel. No. : (041) 892-655. The condition for reporting damage to the product within 3 days after delivery is stored packaging, on the basis of which it is determined where or how the injury occurred. It is also desirable that the damage is recorded with a camera and photos sent to info@rositeh.si. All subsequent complaints of product damage are taken into account only exceptionally by the carriers and cannot be resolved by our company on their behalf.

Conditions for return of goods

Consumers who purchase goods through the ROSI Teh online store may, in case they are not satisfied with the product or for any other reason, withdraw from the purchase contract, for which they must notify us in writing within 14 days of receiving the goods. In the letter for withdrawal from the purchase contract, the buyer is not required to state the reason for withdrawal. The buyer is obliged to return the goods under the conditions below within 15 days after notification, withdrawing from the contract to the headquarters of the online store ROSI Teh d.o.o.

The only cost borne by the consumer in connection with the withdrawal is the direct cost of returning the goods. We do not accept redemption shipments. The goods must be undamaged and in the same quantity, with the original packaging.

RETURN OR EXCHANGE OF ITEMS UP TO 14 DAYS

It is possible to exchange goods or return money at 100% of the purchase value.

RETURN OR EXCHANGE OF ITEMS FROM 14 DAYS TO 2 MONTHS

It is possible to exchange goods or refund 80% of the purchase value.

IT IS NOT POSSIBLE TO CHANGE ITEMS AFTER 2 MONTHS

Oz. exceptionally for certain items by arrangement.

When exchanging items, a credit can be issued in 80% of the purchase value.

REFUND OR REPLACEMENT OF HYDRAULIC PUMPS IS NOT POSSIBLE!

The conditions for returning the goods are:

- The product must be unused, undamaged and in the original packaging.
- You must attach a copy of the invoice to the refund.

In case of a refund, please inform us in advance in writing. Yours [form](#) to return the product send to [e-mail](#) or via classic mail to:

ROSI Teh d.o.o.

Dravinjska cesta 96

2319 Poljčane

Slovenia

The possibility of returning the goods or withdrawing from the contract does not apply **in the following cases:**

- if the product is made according to the consumer's instructions and adapted to his needs, or if it is a perishable product or a product that has already expired;

- **for products such as hydraulic pumps and other items for which it is not possible to determine whether they have been used and the use of the product could have internal damage that cannot be seen;**
- in the case of the supply of audio and video recordings or computer programs, if the consumer has opened the security seal;
- in the case of the supply of hygiene and personal hygiene products;
- if it is a supply of food products and the plastic packaging is open and/or damaged;
- in the case of the supply of newspapers, magazines, and periodicals;
- in gambling contracts and lottery services;
- when purchasing an extended warranty;
- in the case of contracts having as their object goods or services the value of which depends on developments in financial markets over which the undertaking has no influence.

We will refund the purchase price to your bank account within 30 days at the latest, which is why you also state it in your request. For more detailed information on the product return process, you can call the telephone number 041 / 892-655

Any costs of return, due to dissatisfaction, are borne by the buyer.

Upon return of the goods, the buyer may receive any other goods from the stock of the same or greater value.

Please let us know before returning on [e-mail](#) or call us on 041 / 892-655 to agree on the best method of return. We do not accept redemption shipments.

Withdrawal from the contract must always be received in writing or in person.

Protection of personal data

We carefully protect the customer data we obtain. Following the Personal Data Protection Act (ZVOP-1), the ROSI Teh online store is obliged to protect the personal data of its users. We will use your data only for the correct execution of the purchase and for informing about the news of our online store. Your personal information will never be used and passed on to a third party.

Legal notice

The ROSI Teh online store and all data on it are protected by the Copyright Act and may not be reproduced or used without prior written permission. Trademarks and logos of recognized companies are their property and are used for informational purposes only and to facilitate understanding.

Recoverable expenses

In addition to the costs for late payment, we also charge other costs. These include additional costs incurred by the recovery company and attorney's fees.

Complaints and disputes

The seller is aware that an essential feature of a consumer dispute, at least as far as judicial resolution is concerned, is its disproportion between the economic value of the claim and the costs incurred in resolving the dispute itself. This is also the main obstacle to the consumer not initiating a dispute in court. Therefore, the seller strives to the best of its ability to resolve any disputes amicably.

We wish you plenty of pleasant and affordable shopping!

With kind regards, the ROSI Teh team