

TERMS OF SERVICE

1 RETURN POLICY

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Please contact SELECTED byColovic before returning any items.

You can return the product within 30 days of delivery. The product must be in new condition. If the product is ruined or used the product shall not be refunded. Make sure to include contact information with the return and if possible, please provide us with a tracking number and a brief description of your case.

SELECTED byColovic suggests you get a receipt and a package ID for the return from the delivery service, as it makes it easier to follow the return shipment if needed. SELECTED byColovic will make a refund of eligible returns. If you paid by invoice, we will need a bank account number to transfer the money back to. The easiest way is to e-mail it to us.

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1.2 NON RETURNABLE GOODS

Several types of goods are exempt from being returned. Perishable goods such as food, liquids, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases. Additional non-returnable items are: Gift cards, downloadable software products, some health and personal care items.

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1.3 SHIPPING

To return your product, we require a receipt or proof of purchase. Please mail your product to: SELECTED byColovic, Skradin, 22222, Ribarska 2, Croatia

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over 75 EUR, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

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2. REFUND POLICY

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

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2.1 REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

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2.2 PARTIAL REFUNDS

There are certain situations where only partial refunds are granted (if applicable): Book with obvious signs of use, CD, DVD, software, video game or record that has been opened. Any item not in its original condition, is damaged or missing parts for reasons not due to our error. Any item that is returned more than 30 days after delivery.

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2.3 LATE OR MISSING REFUNDS

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at: info@bycolovic.com.

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2.4 SALE ITEMS

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

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2.5 EXCHANGES

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@bycolovic.com and send your item to: SELECTED byColovic, Skradin, 22222, Ribarska 2, Croatia

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2.6 GIFTS

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

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3. PRIVACY POLICY

3.1 WHAT DO WE DO WITH YOUR INFORMATION?

When you purchase something from us, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

When you browse our web site, we also automatically receive your computer's IP address in order to provide us with information that helps us learn about your browser and operating system.

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3.2 EMAIL MARKETING

With your permission, we may send you emails about our store, new products and other updates.

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3.3 CONSENT

When you provide us with personal information to complete a transaction, verify your payment details, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

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3.4 CONSENT WITHDRAWAL

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us at info@bycolovic.com or mailing us at: SELECTED byColovic, Skradin, 22222, Ribarska 2, Croatia

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3.5 DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

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3.6 One.com

Our website is hosted by One.com. Your data is stored through One.com's data storage, databases and the general One.com application. They store your data on a secure server behind a firewall.

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3.7 PAYMENT

If you choose a direct payment gateway to complete your purchase, then our third-party payment gateway might use your credit card info for that purpose. See 3.8.

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3.8 THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions. For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located. Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

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3.9 LINKS

When you click on links on our website, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

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3.10 SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

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3.11 AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

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4 SHIPPING

Currently, we can only provide shipments within the EU.

We use DPD Croatia <https://www.dpd.com/hr/hr/> as our partner, their shipping terms apply.

If you receive damaged goods, please document the damage, take a picture and notify by Colovic immediately about the incident by email: info@bycolovic.com.

5 CHANGES TO THESE TERMS OF SERVICE

We reserve the right to modify our terms of service at any time, so please review it frequently.

Changes and clarifications will take effect immediately upon their posting on the website.

If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our website is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.