**GENERAL TERMS AND CONDITIONS**

Welcome to the www.juvyskin.com web site and web shop that you can use for your private use without any charge for use and according to the General Terms of Use below. Please read them thoroughly and carefully.  
  
By using the www.juvyskin.com website for purchasing or collecting Juvy Skin product information, you acknowledge that you are familiar with and agree to these General Terms of Use. If you do not agree to these Terms of Purchase, do not use www.juvyskin.com for the purpose of purchasing or obtaining information.  
  
By accessing www.juvyskin.com and using the Site, each User agrees to comply with these General Terms and agrees to apply the provisions of these General Terms to it.

Every use of the www.juvyskin.com web site and other web pages owned by Juvymed j.d.o.o have to be in accordance to terms and conditions of use outlined below. It is forbidden to copy documents, information and contents from the www.juvyskin.com web site, except for personal use and other non-commercial purposes, due to mandatory respect of copyrights and other intellectual property rights (as well as all other legal restrictions). Every copy, reproduction or distribution of documents, information and contents from this web site is allowed only with the express consent of the company Juvymed j.d.o.o

PRIVACY POLICY AND GENERAL TERMS of the company Juvymed j.d.o.o. from Ivanic Grad, Savska ulica 102c.

You do not have to register in order to make a purchase from the www.juvyskin.com webshop.

**PLACEMENT OF ORDERS**

Ordering goods through the online shop is possible 24 hours a day, 7 days a week. Orders are processed on business days from 10 a.m. to 4 p.m. The customer must fill in the “Basic information” field for payment and delivery and shall receive an order confirmation via email.

To place your order, choose the “Add to cart” option next to the product you wish to purchase. Once inside the basket you can change quantities or delete chosen products. After you have chosen the products you wish to buy, click on your basket and select “Checkout”. On the checkout page fill in your information, select shipping method, then select the method of payment and select “Complete order”. You will receive an order confirmation via email.

Juvymed j.d.o.o undertakes to deliver all ordered products that are located in stock at the moment of delivery. If Juvymed j.d.o.o is not able to deliver any of the ordered products it will contact the customer by phone or by email.

The Customer is responsible for the accuracy, truthfulness and completeness of the data entered upon registering and ordering.

**DISCOUNT SALES & CODES**

Products that will occasionally be available on discount, per Seller’s will, will be available under the same conditions to all Customers or will be available to some Customers of a precisely specified group.

After the discount sales deadline, Juvymed j.d.o.o will not receive new orders under the terms of the expired discount sale.

**PRODUCT PRICE**

Product prices do not include shipping costs and are paid separately. VAT is included in the price of the product.

In the case of internet banking and general payment slip, transaction fees and interbank fees are not included in the price.

**PAYMENT AND DELIVERY**

You can pay for an order with one of the following payment methods:

* At delivery – in cash at pick-up
* Invoicing –internet banking or general payment slip
* Payment by credit cards (Diners®, Mastercard®, Visa and Maestro®)

Customer is obligated to pay the ordered products including shipping costs to the Seller.

**CASH ON DELIVERY (COD)**

If you wish to pay the courier cash upon delivery of the package, please choose pay in cash on delivery.

If you decide to pay in cash, you will pay your order in cash to a courier service employee when picking up the goods.

In case of COD, the Seller will deliver the goods in accordance with the delivery deadlines, per the confirmation order, and the Customer is obliged to make a payment at the time or before the pick-up of the product.

**PAYMENT BY INVOICE**

Invoice – Internet banking, or general payment slip, represents prepayment by transferring funds to our bank account.

You can select invoice payment in your shopping cart after which you will receive the order confirmation via e-mail and the information required for payment. If you pay from a foreign bank, all bank transaction costs are borne solely by the payer.

Your order reserves the ordered products.

To easily link your order to your payment, in the reference number, enter the order number that came in the e-mail with confirmation of your order. In the model field you can enter 01 – account payment or leave blank.

Products are delivered to the Customer after the amount for the ordered products has been paid in full and visible in our bank account.

We do not supply the goods on the basis of a receipt of payment.

**DELIVERY AND DELIVERY COSTS OF PRODUCTS**

We deliver the products to the address, via courier service. Shipping costs will be calculated during check out. Delivery is free for the purchases over 70 EUR. The ordered products are sent on the following weekday, after the date of payment, and no later than 3-5 weekdays from the date of payment. Exceptionally, due to the unavailability of an individual product, the sale/discount periods, holidays or unforeseen circumstances, it is possible that the delivery takes slightly longer than the specified period.

If you would like delivery on a specific date, then please provide us with details in the order note.

In the event of the inability to make an orderly delivery to the Customer ‘s address, the Customer shall bear the costs of re-delivery to the same or other address depending on what information the Customer will provide to the Seller when checking the delivery of the order.

**INTELLECTUAL PROPERTY**

The contents of the www.juvyskin.com web shop are copyrighted and Juvymed j.d.o.o. is the sole holder of rights to their use. For all commercial use of contents found on the www.juvyskin.com website you must first contact hello@juvyskin.com.

**Information within the meaning of Article 60 of the Consumer Protection Act:**

Information on the main characteristics of the goods the customer intends to purchase is found along with each product, while a detailed description of the product is found under the “Read more” option.

The seller is the company Juvymed j.d.o.o from Ivanic Grad, Savska ulica 102c, OIB: 73851685959, hello@juvyskin.com.

Information on the method of resolution of customer complaints on the part of the seller is found on the “Returns and Complaints” page

The “Returns and Complaints” page“ includes the following information and additional explanations related to:

* the conditions, deadlines and procedure for utilising the right to unilateral termination of agreement as well as the Notice for Unilateral Termination of Agreement form in conformity with Article 81 paragraph 1 of the Consumer Protection Act.
* the obligation of the customer to bear the costs of return of goods in the event that they choose to utilise their right to unilateral termination of agreement referred to in Article 79 of the Consumer Protection Act and information on the costs of return of goods in the case of distance contracts where due to the nature of the goods it is not possible for them to be returned using the regular postal service.
* the fact that in the event that the customer decides to utilise their right to unilateral termination of agreement referred to in Article 79 of the Consumer Protection Act after they have submitted their notice of intent in accordance with Article 68 or Article 77 of the Consumer Protection Act the customer has the obligation to pay the seller a reasonable share of the price in accordance with Article 84 paragraph 8 of the Consumer Protection Act.
* the fact that the customer cannot utilise the right to unilateral termination of agreement referred to in Article 79 of the Consumer Protection Act in the cases in which that right is excluded based on Article 86 of the Consumer Protection Act, and information on the conditions under which the customer loses their right to unilateral termination of agreement.

The seller shall be liable for material defects of goods in accordance with relevant positive regulations.

Mechanisms for extrajudicial dispute resolution are as follows: In the case of dispute between the seller and the customer, a petition may be filed with the Court of Honour of the Croatian Chamber of Commerce or a proposal for conciliation before the conciliation centres. The procedure before the courts of honour is conducted in conformity with the Ordinance on the Court of Honour of the Croatian Chamber of Commerce and the Ordinance on the Court of Honour of the Croatian Chamber of Trades and Crafts which prescribe that the members of court tribunals include not only independent legal experts and trade representatives but also consumer representatives. The process of conciliation before the conciliation centres is implemented in accordance with the provisions of the Conciliation Act and in accordance with the Ordinance on conciliation before conciliation centres.