

INSTRUCTION ON EXERCISE OF THE CONSUMER'S RIGHT TO WITHDRAW FROM THE PURCHASE CONTRACT

<https://www.dog-trainer-collar.com/>



Seller:

The seller is the company Valsesia, s.r.o., ID number 36 626 031, with its registered office at Stromová 463/10, 962 33 Budňa Slovak Republic.

Consumer: A

consumer is a natural person who, when concluding and fulfilling a consumer contract, does not act as part of the subject of his business activity, employment or profession.

1. The right to withdraw from the purchase contract

You have the right to withdraw from this purchase contract without giving a reason within 14 days. Deadline for withdrawal from the purchase contract will expire after 14 days from the day when you or a third party designated by you with the exception of the carrier, you will take over the goods. When exercising the right to withdraw from the purchase contract, we inform about your decision to withdraw from this purchase contract with a clear statement. For this purpose you can use:

- the form for withdrawing from the purchase contract, which is part of this instruction (page 3), which you can send after filling it out to the e-mail address: info@www.dog-trainer-collar.com. If you are sending the goods by post, attach the above form to the package.

The withdrawal period from the purchase contract is preserved if you demonstrably send a notification of the exercise of the right to withdraw from the purchase contract before the withdrawal period from the purchase contract expires.

2. Consequences of withdrawing from the purchase contract

After withdrawing from the purchase contract, we will refund all payments you made in connection with the closing 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 delivery method than the cheapest standard delivery method we offer. Payments will be returned to you without undue delay, at the latest within 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, if you did not expressly agree to another payment method, without charging any additional fees. Payment for the purchased goods will be paid to you only after the returned and undamaged goods have been delivered back to our address.

3. Method of returning goods

You can send the goods to the address: Valsesia, sro, Stromová 463/10, 962 33 Budňa, Slovak Republic or bring in person to the delivery point of Valsesia, sro, Stromová 463/10, 962 33 Budňa, Slovak Republic. In the case of personal delivery, it is necessary to demonstrably agree in advance the date and approximate time of returning the goods.

Valsesia, sro, Stromová 463/10, 962 33 Budňa Slovak Republic, ID: 36 626 031, VAT ID: 2021822990, VAT ID: SK2021822990

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The cost of returning the goods is borne by the consumer. The goods should be returned by the buyer to the consumer within 14 days from the date of withdrawal from the contract complete, with complete documentation, undamaged, clean, if possible including the original packaging, in the condition and value in which the goods were received. In the event that the returned goods are incomplete or damaged, the seller may reduce the returned purchase price by the corresponding amount (in accordance with the relevant provisions of the Consumer Protection Act for the sale of goods or the provision of services based on a contract concluded at a distance or a contract concluded outside the seller's premises and on the amendment of some laws.).

4. Damaged goods

The consumer is responsible for any decrease in the value of the goods as a result of handling them in a way other than what is necessary to determine the nature, properties and functionality of the goods, as well as for damage that occurred up to the moment of demonstrable acceptance of the returned goods by the buyer.

a.) Upon delivery by carrier:

The buyer is obliged to check the condition of the shipment (number of packages, integrity of the tape or other damage to the package) immediately upon delivery with the carrier. The buyer has the right to refuse to accept an incomplete or damaged shipment.

The goods are carefully and securely packed, but it must be checked upon receipt from the carrier.

The carrier does not accept later complaints. If the package is visibly damaged or the packing tape is broken, do not accept the goods from the carrier and inform us by email info@dog-trainer-collar.com.

However, the carriers are very reliable, the percentage of complaints is negligible. If necessary, do not hesitate to use our customer line +421 903 513 007. In the event that you discover damage to the contents of the shipment after receiving it, you must send a written Record of damage to the shipment with photo documentation of the damage, including the damaged packaging, no later than 24 hours after receiving the shipment (you can find it at p. no. 3 of this document in the appendix) to the address info@dog-trainer-collar.com.

b.) Personal collection at the establishment:

The buyer is obliged to check the goods immediately upon receipt. Any damage to the goods or incompleteness of the packaging must be reported to the staff at the delivery point. Damage to the goods, which was not clearly visible at the time of receipt, must be sent to the address info@dog-trainer-collar.com with a written record of damage to the shipment with photo documentation of the damage, including the damaged packaging (you can find it on page no. 3 of this document in the attachment) , at the latest on the day of takeover. Later claims of damage to the goods will not be recognized.

5. The consumer cannot withdraw from the purchase contract, the subject of which is:

- the provision of a service, if its provision began with the express consent of the consumer and the consumer declared that he was properly informed that by expressing this consent he loses the right to withdraw from the purchase contract after the service has been fully provided, and if the service has been fully provided
- sale of goods made according to the special requirements of the consumer, goods made to measure, or goods intended specifically for one consumer
- sale of goods enclosed in protective packaging, which are not suitable for return due to health protection or hygiene reasons and whose protective packaging was broken after delivery
- sale of audio recordings, video recordings, audio-visual recordings, books or computer software sold in protective packaging, if the consumer has unpacked this packaging.

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• the sale of periodicals, with the exception of sales based on a subscription agreement and the sale of books not supplied in protective packaging • the provision of electronic content
other than on a physical medium, if its provision began with the express consent of the consumer and the consumer declared that he was properly informed that by expressing this consent, he loses the right to withdraw from the purchase contract.

Attachments:

• Record of shipment damage SK 10-16-22 • FORM FOR
WITHDRAWAL FROM THE PURCHASE CONTRACT SK 10-16-22

In Budý 16.10.2022

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