

OBRAZAC ZA VRAĆANJE ROBE

za jednostrani raskid ugovora o kupnji proizvoda ili usluga sklopljenog s internetskom trgovinom Vallenssia-art.com preko internetske narudžbe ili telefona (na daljinu)

Ja, _____
(ime i prezime potrošača/kupca)

iz _____
(adresa potrošača/kupca: mjesto, ulica, broj)

ovim izjavljujem da jednokratno raskidam Ugovor o kupnji sljedeće robe/usluge:

_____ u količini: _____
(upišite naziv artikla, kataloški broj)

Prema broju računa _____ od dana _____
(upišite broj dokumenata) (upišite datum)

*Povrat sredstava biti će izvršen na isti način na koji ste Vi izvršili uplatu, osim u slučaju plaćanja pouzećem kada se povrat vrši uplatom na vaš IBAN račun.

Odaberite jednu od opcija (zaokružite i ispuni):

a) **Ovime zahtijevam povrat novca na IBAN**

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(IBAN transakcijskog računa)

U _____ dana _____
(grad/mjesto) (datum)

Potpis potrošača/kupca

Vraćanje robe (odustajanje od Ugovora)

Sukladno Zakonu o zaštiti potrošača, kupac u roku od 14 dana od preuzimanja artikla ima pravo obavijestiti prodavača da odustaje od ugovora, bez potrebe navođenja razloga svoje odluke. Kupac o svom trošku mora vratiti neoštećene artikle u originalnoj ambalaži i u nepromijenjenoj količini, s potpunom popratnom dokumentacijom u roku od 14 dana od poslano obavijesti o odustajanju od ugovora.

Vraćenoj robi priložite ovaj obrazac, račun i svu popratnu dokumentaciju u pakiranju. Ako ste artikl već upotrebljavali proizvod ili ste uklonili zaštitni pečat, odustajanje od ugovora nije moguće.

Povrat plaćenog iznosa izvršit ćemo najkasnije u roku od 14 dana od odustajanja od ugovora, ali tek nakon što je roba/artikl vraćen i zaprimljen na adresi internetske trgovine Vallenssia-art. Prodavatelj će vratiti uplaćeni iznos u istom obliku u kojem ga je primio ili kupac može navesti IBAN račun na koji želi primiti povrat novca. Povrat plaćenog iznosa izvršit ćemo nakon što se proizvodi vrate prodavatelju.

Kupac nema pravo na jednostrani raskid ugovora ako je:

- usluga u potpunosti izvršena, a izvršenje je započelo uz izričitu prethodnu suglasnost kupca i uz njegovu potvrdu da je upoznat s činjenicom da gubi pravo na jednostrani raskid ugovora ako je usluga u potpunosti izvršena
- ako je predmet Ugovora roba koja je zbog svoje prirode nakon isporuke nerazdvojno pomiješana s drugim stvarima
- sklopljen ugovor o isporuci robe izrađene prema specifikacijama kupca ili robe koja je jasno prilagođena osobnim potrebama kupca. U slučaju naručivanja robe prema specifikacijama kupca, odnosno kada kupac zatraži ručno izrađenu robu trgovine Vallenssia Art u posebnim dimenzijama, veličinama, bojama, vrstom materijala, tehnikom i slično, primjerice kod naručivanja umjetničkih slika na platnu s određenim motivom ili izrade napetog praznog platna na okviru u dimenzijama prema želji kupca, otkazivanje narudžbe nije moguće niti je moguć povrat uplaćenog iznosa jer se takvo umjetničko djelo ne može ponovno prodavati
- roba zbog svoje prirode nije prikladna za povrat ili se može brzo pokvariti
- roba isteklog roka trajanja
- riječ o kupnji iz članka 72. Zakona o zaštiti potrošača, u skladu s člankom 79. točkom 4. i točkom 12. Zakona o zaštiti potrošača (personalizirana roba, digitalni sadržaj).

RETURN FORM

for Unilateral Termination of the Contract for the purchase of products or services concluded with Vallenssia-art.com internet store via Internet order or telephone (remotely)

I, _____
(name and surname of the consumer/customer)

from _____
(consumer/customer address: location, street, number)

I hereby declare that I am terminating the Contract for the purchase of the following goods/services on a one-time basis:

_____ in quantity: _____
(item name, catalog number)

By Invoice Number _____ dated _____
(type the number of documents) (type date)

*Refunds will be made in the same way that you made the payment, except in the case of payment on delivery when the refund is made by payment to your IBAN account.

Select one of the options (circle and fill):

a) I hereby request a refund on the IBAN

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(IBAN transaction account, name, surname, address of the transaction account holder)

In _____ date _____
(city/town) (date)

Consumer/Customer Signature

Return of goods (withdrawal from the contract)

In accordance with the Consumer Protection Act, the buyer has the right to inform the seller that he or she is withdrawing from the contract within 14 days of picking up the item, without the need to give the reason for his decision. The buyer must return the undamaged items in the original packaging and in unchanged quantity at his own expense, with complete supporting documentation within 14 days of the contract withdrawal notice sent.

Attach this form, invoice and all supporting documentation in the package to the returned goods. If you have already used the item or have removed the trademark, it is not possible to cancel the contract.

We will refund the amount paid no later than 14 days after the withdrawal of the contract but only after the goods/item has been returned and received at the Vallenssia-art Internet Store address. The seller will refund the paid amount in the same form as he received it or the buyer can specify the IBAN account to which he wishes to receive a refund. We will refund the amount paid after the products are returned to the seller.

The buyer is not entitled to unilateral termination of the contract if:

- the service is fully fulfilled, and the fulfilment began with the explicit prior consent of the customer and with his confirmation that he is aware of the fact that he will lose the right to unilaterally terminate the Contract if his service is fully fulfilled,
- is the subject matter of the Contract a commodity which, due to its nature after delivery, is inseparably mixed with other things or used,
- has concluded a contract for the supply of goods that are made according to the customer's specifications or are clearly adapted to the personal needs of the customer. In the case of ordering goods according to the customer's specification, i.e. when the buyer has requested the handmade of goods according to the Vallenssia-art shop with a request for a specific dimension, size, colors, type of material, technique and the like, for example, when ordering for the creation of an art painting on canvas with a given motif or for example, making a tense canvas on the frame in dimensions according to the customer's wishes, cancellation of the order is not possible, nor the refund of the paid money, since such artwork cannot be used for further sale,
- goods due to their nature are not suitable for return or can quickly spoil,
- the goods have expired,
- is a purchase referred to in Article 72 consumer law, and in accordance with Article 79(4) and point 12 Consumer Protection Act.