

Pre-contractual information in accordance with Article 57 of the Consumer Protection Act

As referred to in paragraph 1 of Article 57 of the Consumer Protection Act, the Trader is obliged to inform the Consumer of the below mentioned rights and obligations in case of concluding a distance contract. The Trader shall forward pre-contractual information by electric mail to the email address specified by the Consumer as a contact address when entering his order, together with the offer requested by the Consumer. If the Consumer, after reviewing and comprehending the offer and the pre-contractual information, issues an order, it shall be deemed that he has concluded the contract. In case the products are available, he shall be obliged to effect payment according to the terms specified in the offer.

1. The main characteristics of the product

The Consumer shall, by electronic mail, receive an offer that specifies the product he has ordered together with this document at the e-mail address he has stated as a contact address when entering his order. Detailed information will be provided on the website www.project-trade.hr. The Consumer agrees that he shall request the offer only after having reviewed and comprehended the above information.

2. The trader's name and seat

Project-trade d.o.o., Dubrava 46, 10040 Zagreb, Phone: 01 2910893- E-mail: trgovina.dubrava@project-trade.hr - OIB:99180613311 - Company Registration Number :3586162

3. Acting

Project-trade d.o.o.

By selling through its own website www.project-trade.hr, the company shall act on its own behalf.

4. The geographical address and contact to whom any complaints may be addressed

Project-trade d.o.o., Dubrava 46, 10040 Zagreb, Phone: 01 2910893 - E-mail: info@project-trade.hr

5. Retail price of the product

Retail price and delivery costs shall be indicated on the offer which is an integral part of this pre-contractual information.

6. No additional costs

There are no additional costs incurred by the means of distance communication for the purpose of concluding the Contract.

7. Payment method, delivery of goods and addressing of complaints

Payment method via the web shop

One-time payment:

- American Express
- Mastercard
- Visa
- Diners
- Maestro
- Payment slip/Bank transfer

**By making payment with a payment slip, please effect payment to our IBAN:
HR6724070001100613518**

- Cash on delivery
- Foreign currency account for payments from abroad:
Bank name: OTP banka d.d.
Bank address: Domovinskog rata 61, 21000 Split
IBAN: HR6724070001100613518
Swift: OTPVHR2X

Instalment payment

Our products may be purchased in instalments by using the following credit cards:

- DINERS: 2 – 36 instalments without payment of interest
- VISA and MASTERCARD of Zagrebačka banka: 2 – 12 instalments without payment of interest
- VISA and MAESTRO of Privredna banka Zagreb (PBZ Card): 2 – 12 instalments without payment of interest
- AMERICAN EXPRESS: 2 – 12 instalments without payment of interest

(If paying via the PayWay payment system, through T-Com, you may choose the number of instalments)

PAYMENT ON OUR WEBSITE IS SAFE!

As we are operating within the PayWay payment system, through T-Com, you may choose the number of instalments. The PayWay system employs the most sophisticated security technologies and security procedures in accordance with the highest standards. The exchange of confidential data between the online payment system and the authorization centres of credit card companies is provided through a network that is completely protected from unauthorized access. Confidential data related to your credit card are transmitted directly to the authorization centre.

SUPPORT

In case assistance is needed please contact us by e-mail at trgovina.dubrava@project-trade.hr.

We shall reply to your inquiry as soon as possible!

Phone support information shall be provided every working day on: + 385 (0)1 2910 900:

Monday - Friday from 8:00 a.m. - 04:00 p.m.,

Saturday from 8:00 a.m. - 12:00 a.m.

DELIVERY

Delivery service to our esteemed customers is provided via courier service.

Delivery deadlines in the Republic of Croatia are from two to three working days.

Goods are packed so to avoid any damage during the standard transportation. The customer is required to visually inspect the package before the goods are handed over and to report any visible defects or to refuse to accept a damaged package.

DELIVERY ABROAD

Please contact us for delivery of your order abroad. If you want to buy any of our products, please contact your customs office and inquire about the costs of customs clearance, freight forwarding and other services, as they might significantly increase the price of the product.

POSTAGE CHARGES

Postage charges for orders up to HRK 500.00 shall be HRK 50.00 for the delivery in the Republic of Croatia; however, if the value of goods ordered is higher than HRK 500.00, the goods shall be charged and delivered without any postage charge.

All goods shall be delivered by courier service on the territory of the Republic of Croatia.

In case of cash payment on delivery, for amounts above HRK 500.00, the company Project - trade d.o.o. shall not bear any costs for the money transfer services indicated by the Croatian Post.

REPLACEMENT OF GOODS

The goods may be returned (at one's own expense) within 14 days of receipt, exclusively in their original packaging to the address of the company PROJECT-TRADE d.o.o, Dubrava 46, 10040 Zagreb. The replacement of goods shall not include the goods already being used. The goods should be accompanied by an original invoice when being replaced.

NOTIFICATIONS ON THE PROJECT-TRADE WEB SHOP

The company PROJECT-TRADE d.o.o. shall daily update and check the data on its websites.

However, PROJECT-TRADE d.o.o. does not guarantee a hundred per cent accuracy of all information on products and services presented. In some cases, deviations of actual data and information available on the web site may occur. In such cases, PROJECT-TRADE d.o.o.

undertakes to revise the order and contact the customer personally in order to discuss with him other possibilities.

In case of any additional questions, please contact us at:

PROJECT-TRADE d.o.o.

Dubrava 46, 10040 ZAGREB

Phone: + 385 (0)1 2910 900

Fax: + 385(0)1 2910 907

e-mail: trgovina.dubrava@project-trade.hr

8. Unilateral Rescission of Contract

1. *Deadline of Unilateral Contract Rescission*

The contract may be unilaterally rescinded within 14 days without stating any reason. In order to exercise the right to unilaterally rescind the contract, you are obliged to inform us of your decision to unilaterally rescind the contract before expiry of the deadline by submitting an unequivocal statement by mail to PROJECT-TRADE d.o.o., Dubrava 46, 10040 Zagreb or by e-mail to info@project-trade.hr, in which you shall indicate your name and surname, address, telephone number, fax number and e-mail address, or by using the attached Unilateral Contract Rescission Form. The deadline for unilateral rescission of the contract is 14 days from the date of concluding the contract (issuing the invoice).

The Unilateral Contract Rescission Form on our web site can be electronically filled out and sent to us. A confirmation of the receipt of the Unilateral Contract Rescission Notice shall be submitted, without undue delay, by e-mail.

“Unilateral Contract Rescission Form”

[*Link for uploading the Sample Unilateral Contract Rescission Form*](#)

2. *Refund of the amount paid*

If this Contract is unilaterally rescinded by you, we shall reimburse you with the amount paid to us, including the costs of delivery, without due delay, and no later than 14 days from the date of receiving your decision of Unilateral Contract Rescission, unless you selected a different type of delivery that is not the cheapest standard delivery offered by us. Reimbursement will be made in the same manner in which you effected your payment. In case you agree on a different manner of reimbursement of the amount paid, you shall bear no reimbursement costs.

Reimbursement can be made only after the goods are returned to us.

3. *Return of the goods*

You are considered to have fulfilled your obligation in due time if you send or hand over

the goods to us or to the person authorized by us to receive the goods before the expiration of the afore-mentioned deadline.

4. The cost of returning the goods

The direct costs of returning the goods shall be yours responsibility.

5. Consumer's responsibility for the goods value impairment

You shall be responsible for any impairment of the goods value resulting from the handling of goods other than that was necessary to determine the nature, characteristics and functionality of the goods.

6. Written complaint

All complaints should be submitted in accordance with Article 10 of the Consumer Protection Act (Official Gazette 41/2014) can be sent by mail, fax or e-mail to:

- PROJECT-TRADE d.o.o., Dubrava 46, 10040 Zagreb
- e-mail address: info@project-trade.hr

In order to be able to confirm the receipt of a written complaint in compliance with Paragraph 5 of Article 10 of the above Act and to reply to your complaint, we kindly ask you to specify accurate data for the receipt of the above.

As legally required, our reply to your complaint should be submitted in writing not later than 15 days after the receipt of the complaint. Otherwise, you are instructed to contact the State Inspectorate or the Consumer Protection Association.

By accepting the terms of use, you have accepted the General terms and conditions.

PROJECT-TRADE d.o.o. reserves the right to amend the terms and conditions thereof without prior notice. Terms and conditions are in accordance with the Croatian laws.

9. Consumer's obligations if he exercises his right to unilaterally rescind the contract

The Consumer is obliged to bear the costs of returning the goods and to return the goods within 14 days if he exercises his right to unilaterally rescind the contract in accordance with Article 72 of the Consumer Protection Act.

10. Other Consumer's obligations in case he exercises his right of unilateral rescission of the contract

Not applicable

11. Exclusion of the right of unilateral rescission of the contract

Not applicable

12. Material defects

The Trader is responsible for the product's material defects in accordance with Article 400 of the Civil Obligations Act. Further, the Trader is responsible for the product's material defects that existed at the time of passing over the risk to the Consumer, irrespective of whether or not he was informed of the above. The Trader also bears responsibility for the material defects that arise after the transfer of the risk to the Consumer if the defects are the result of the cause that existed before. It is understood that the defect that occurred within six months after the transition of the risk existed at the time of the transfer of risks, unless the Trader proves otherwise or unless otherwise arises from the nature of the matter or nature of the defect. The Trader does not bear responsibility for slight material defects.

13. Guarantee

The guarantee conditions specified in the guarantee certificate refer to all products for which the manufacturer has issued a guarantee. The Consumer is obliged to keep the invoice and guarantee certificate during the guarantee period. The defect of the product resulting from improper use and/or non-compliance with the instructions is not guaranteed.

14. Existence of appropriate Trader's rules of procedure

Mutual rights and obligations of the Consumer and the Trader are defined in the general terms and conditions published on the website www.project-trade.hr.

18.-19. Digital content functionality, including the necessary technical protective measures for the contents and the interoperability of digital content

The Trader reserves the right to make a mistake in the description and images of the products. The use of the website project-trade.hr for any type of unlawful activity and for any attempts to modify the data, as well as for any kind of misuse in the operation that may cause damage to the Trader is forbidden. The User is obliged to abide by all intellectual property rights when using the website project-trade.hr.

20. Out-of-court dispute resolution mechanisms, namely indemnification systems and methods that can be used by the Consumer

The Trader reserves the right to change the terms and conditions thereof without prior notice. The terms and relations between the Trader and the Consumer are governed by the laws of the

Republic of Croatia. In the event of a dispute, the parties shall try to resolve the dispute amicably, and if that is not possible, the court in the place of the Trader's seat will have jurisdiction. By issuing an order, the Consumer shall accept the pre-contractual information and rules of procedure.