

Terms of business

Terms of business (pre-contractual notices)

The term trader refers to the company ENOTECA WEB CELLAR j.d.o.o., Županska 28, 52100 Pula, PDV ID HR95092888930, phone +385 99 2159798, enoteca.croatia@gmail.com. The term User or customer refers to a consumer as any natural or legal person who enters into a legal transaction or operates on the market outside his trade, business, craft or professional activity.

All prices shown in the web store are expressed in Croatian Kuna for the end customer, including VAT and are valid for payment via the web store. The price does not include the cost of delivery and postage. Photographs and descriptions of individual items and their packaging may not necessarily be identical to the product. We try to show and describe the items as accurately as possible. However, we reserve the right to make errors in the description and photograph of the item.

The Consumer Protection Act applies to business conditions, in particular the provisions relating to a distance contract.

The sale of alcoholic beverages to persons under 18 years of age is prohibited.

We do not grant discounts for purchases through the web shop.

In accordance with the Consumer Protection Act, we receive written complaints to the address:

ENOTECA WEB CELLAR j.d.o.o., Županska 28, 52100 Pula. You can also send us a complaint by e-mail to enoteca.croatia@gmail.com. We will respond to the received complaints as soon as possible.

Payment methods

- General payment slip, internet banking or proforma invoice. You pay before picking up the goods.
- Credit card or Pay Pal service through our partner 2Checkout.

Postage and delivery (Web Shop)

Delivery of goods within the Republic of Croatia - WE DO NOT CHARGE.

The price and deadline for delivery of goods to the islands will be expressed in a special offer that you can request on any of our contact phone numbers or via e-mail enoteca.croatia@gmail.com.

All orders, except for the islands, are delivered within seven working days upon receipt of your payment (working days from Mon-Fri).

If we are unable to deliver for any reason, we will notify you in a timely manner.

Delivery abroad

Delivery abroad is charged according to the valid price list for delivery abroad. The price of delivery depends on the weight of the package and the Delivery Zone in which a particular country is located, which also determines the delivery time.

Delivery to areas of the world that are not listed in the Price List can be made as part of a special offer that must be requested from our contact phone numbers or via e-mail enoteca.croatia@gmail.com

Delivery prices shown in the web store are expressed in Croatian Kuna for the end customer, including VAT.

EU Shipping price list



partner



DPD CLASSIC (Europa)

Road transport of packages in international traffic

COUNTRY / WEIGHT	EU SHIPPING PRICELIST					
	Zona 1	Zona 2	Zona 3		Zona 4	
	Slovenia	Austria(AT) Czech Republic(CZ) Hungary(HU) Germany(DE) Slovakia(SK)	Belgium(BE) Denmark(DK) Estonia(EE) France(FR) Ireland(IE)	Italy(IT) Latvia(LV) Lithuania(LT) Luxemburg(LU) Netherland(NL)	Poland(PL) Portugal(PT) Spain(ES) Sweden(SE)	Bulgaria(BG) Finland(FI) Greece(GR) Romania(RO)
till 2 kg	77,00 kn	146,00 kn	191,00 kn		285,00 kn	
till 5 kg	99,00 kn	156,00 kn	201,00 kn		295,00 kn	
till 10 kg	104,00 kn	173,00 kn	218,00 kn		319,00 kn	
till 15 kg	109,00 kn	180,00 kn	230,00 kn		337,00 kn	
till 20 kg	114,00 kn	194,00 kn	245,00 kn		356,00 kn	
till 25 kg	120,00 kn	208,00 kn	260,00 kn		373,00 kn	
till 31,5 kg	126,00 kn	230,00 kn	271,00 kn		389,00 kn	

Expected transit times (within working days): SI (1); AT, CZ, DE, HU, SK, IT (2-3); BE,FR, LU, NL, PL, RO (3-4); BG, DK, EE, ES, LV, LT, SE, (4-5); PT (5); IE, GR, FI (5-6)

Unilateral termination of the contract

The form for unilateral termination of the contract is at the end of this document.

1. Calculation of the deadline for unilateral termination of the contract

The consumer has the right to unilaterally terminate the contract, without giving a reason. In order to exercise the right to unilaterally terminate this Agreement, you must notify us of your decision to unilaterally terminate the contract before the deadline by an unequivocal statement (Statement Form) sent by mail to ENOTEKA WEB CELLAR, Županska 28, 52100 Pula or e-mail : enoteca.croatia@gmail.com in which you will state your name and surname, address, telephone number, fax number or e-mail address.

The deadline for unilateral termination is 14 days from the day when the goods subject to the contract were handed over to you or to a third party designated by you, who is not a carrier.

2. Refund of the amount paid

If you unilaterally terminate this Agreement, we will refund the money we received from you, including shipping costs, without delay, and no later than 14 days from the date we received your decision to unilaterally terminate the contract, but not before the goods are returned.

The refund will be made in the same way as you made the payment. In the event that you agree otherwise to a refund, you will not incur any costs in relation to the refund.

3. Return of goods

In case of unilateral termination of the contract, the consumer bears the direct costs of returning the goods, and is obliged to return the goods ENOTEKA WEB CELLAR j.d.o.o. undamaged, without undue delay, through the postal service provider, together with the invoice, and no later than within 14 days from the day when he sent the decision on unilateral termination of the contract to the trader. A consumer shall be deemed to have fulfilled his obligation on time if he has sent the goods to the trader before the expiry of the above period. The consumer is responsible for any impairment of the goods resulting from the handling of the goods, other than that which was necessary to determine the nature, characteristics and functionality of the goods. ENOTEKA WEB CELLAR

j.d.o.o. is obliged without delay, and no later than within 14 days from the date of receipt of the consumer's notice of unilateral termination of the contract, to return to the consumer what he paid, but not before the goods are returned. In the event that goods are handled by a consumer, ENOTECA WEB CELLAR j.d.o.o. has the right to a proportional reduction of the amount returned to the consumer. In case the goods returned by the consumer are damaged and are not for resale ENOTECA WEB CELLAR j.d.o.o. is not obliged to accept the return of the goods.

4. Cost of returning goods

The consumer bears the direct costs of returning the goods through the postal service provider or delivery service according to their price list.

5. Replacement of damaged goods

If damage occurs during the transport of goods, ENOTECA WEB CELLAR j.d.o.o. will replace damaged items at its own expense or refund the amount paid no later than 14 days from the date of receipt of information about damage to items. The refund will be made in the same way as you made the payment. In the event that you agree otherwise to a refund, you will not incur any costs in relation to the refund.

6. Replacement of incorrectly delivered goods or goods with material defects

If wrong or defective items are delivered, ENOTECA WEB CELLAR j.d.o.o. will replace items at its own expense or refund the amount paid no later than 14 days from the date of receipt of information on faulty or defective items. The refund will be made in the same way as you made the payment. In the event that you agree otherwise to a refund, you will not incur any costs in relation to the refund.



FORM FOR UNILATERAL TERMINATION OF THE CONTRACT

CONSUMER:

(name and surname, address)

(e-mail, telephone)

To:

ENOTECA WEB CELLAR j.d.o.o.

Županska 28

52100 Pula

tel. +385 99 2159798

e-mail: enoteca.croatia@gmail.com

I _____, declare that I unilaterally terminate the contract for the sale of the following goods _____, ordered on _____, received on _____. I undertake to return the goods I received within the legal deadline to the following address: ENOTECA WEB CELLAR j.d.o.o, Županska 28, 52100 Pula together with the received invoice.

In _____, date _____

(signature, if the form is completed on paper)

You can fill in and send a copy of the unilateral termination form on this website electronically. Confirmation of receipt of notification of unilateral termination of the contract will be sent to you without delay, by e-mail.

INSTRUCTIONS ON THE PROCEDURE FOR UNILATERAL TERMINATION OF THE CONTRACT

The consumer has the right to unilaterally terminate the contract, without giving a reason, within 14 days from the day when the goods were handed over to the consumer or a third party designated by the consumer. In order to exercise the right to unilateral termination of the contract, the consumer must notify ENOTECA WEB CELLAR j.d.o.o. on its decision to terminate the contract unilaterally before the deadline by this form for unilateral termination of the contract or by any other unequivocal statement expressing its will to terminate the contract, sent by mail or e-mail (stating name, address, telephone, fax and e-mail address, and contract / order terminated by the consumer). In case of unilateral termination of the contract, the consumer bears the direct costs of returning the goods, and is obliged to return the goods to ENOTECA WEB CELLAR j.d.o.o. undamaged, without undue delay, through the postal service provider, together with the invoice, and no later than within 14 days from the day when he sent the decision on unilateral termination of the contract to the trader. A consumer shall be deemed to have fulfilled his obligation on time if he has sent the goods to the trader before the expiry of the above period. The consumer is responsible for any impairment of the goods resulting from the handling of the goods, other than that which was necessary to determine the nature, characteristics and functionality of the goods. ENOTECA WEB CELLAR j.d.o.o. it is obliged to return without delay, and no later than within 14 days from the date of receipt of the consumer's notice of unilateral termination of the contract, what he paid, but not before the goods are returned to him. The refund will be refunded in the same way as the consumer made the payment. In case the goods returned by the consumer are damaged and are not for resale ENOTECA WEB CELLAR j.d.o.o. it is not obliged to accept the return of such goods. In the event that goods are handled by a consumer, ENOTECA WEB CELLAR j.d.o.o. is entitled to a proportional reduction in the amount it returns to the consumer.