

Terms of use of web-site www.algaenica.com

1. Introductory provisions

The following terms of use regulate the transactions and the conditions of use www.algaenica.com and are a legal agreement between **Algaenica®** store and its customers regarding products offered at <http://store.algaenica.com>. With the review of the materials, the opening of the site or the links located on the pages of www.algaenica.com, customers declare that they have read the Terms of Use and undertake to observe them.

Algaenica® is a registered trademark of "Inostar" LTD.

"Inostar" Ltd. is a company registered under the Commercial Law of Bulgaria, with registered office: Stara Zagora, 57, Gen. Gurko str., VAT number: BG123026913

2. Privacy policy

Algaenica® takes precautions to protect the privacy of users under the Law for protection of personal data. If customers agree to process their personal data using the services of the website, it is necessary to provide the following information:

- 2.1. Name and Surname
- 2.2. Valid phone number
- 2.3. E-mail
- 2.4. Billing address and delivery address
- 2.5. ZIP code

Personal user data will only be used about their service - receiving and fulfilling orders, subscriptions to news (new product offerings), contact with them in case of questions and clarifications associated with the order and for the customer service improvement of **Algaenica®**. We guarantee that personal data of users will not become known to third parties or used for purposes other than those specified above. Each profile can be corrected or deleted from the website of **Algaenica®** at any time, along with its adjacent data, should the user decides.

3. Orders

Each product order through the site of **Algaenica®** is connected with an obligation to pay by bank transfer. Orders are accepted at any time. Upon order receipt, if it is the initial order of the user, he/she receives an order confirmation over the phone. For each subsequent order and its status confirmation, an e-mail is sent directly to the client specified e-mail. The status of current and previous orders can be tracked in the client's profile.

4. Issues with the order

1. In cases that a product is not available, the customer is notified in the shortest time possible by phone or email about the new delivery time.
2. The customer has provided incorrect or incomplete data delivery - name, address, telephone number, postal code.

In case of discrepancy between the product received and the product ordered or inaccuracies by our default, the cost of return and replacement of goods is at our expense. Failing delivery not by our fault (client not present at the address or does not answer the calls of the courier), the order will be returned to us, until a connection with the client is established.

5. Prices and payment

All prices are in Bulgarian levs, VAT included. Product prices are without the delivery cost and the customer can review it on <http://store.algaenica.com/index.php> or to get information about it in the ordering process. Payment is done via bank transfer.

6. Delivery and receiving of goods

We deliver at the customer address, which is being chosen in the process of ordering, filling in the exact delivery location, name, postal code and desired delivery date or any other additional instructions.

7. Return of goods

The customer has the right to return goods purchased from our site with no reason within 10 working days from the date of purchase under the following conditions:

7.1 The cost of return transportation is being charged to the customer

7.2 The products must be in their original packaging, which is intact and free from stains.

7.3 The customer must include the original documents – invoice, delivery note or order document, accompanying the delivery.

The customer can replace the order with other products or we can refund their value, without the value of delivery. All amounts paid will be refunded only by bank transfer to specified personal account within 10 working days from the date order refusal notification. If the products are paid by debit / credit card, we refund to the account, which payment is made from.

Return address:

Algaenica® warehouse, 29, Kniaz Boris I str., Gorna Oryahovitsa, Bulgaria.

8. Contacts and questions at:

Please contact us by phone at: +359 885100054, to get an answer to any questions related to Algaenica® products.

9. Copyright

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