

PRE-CONTRACTUAL NOTICE

According to the provisions of Article 57 Paragraph 1 of the Consumer Protection Act (Official gazette no. 41/14 and 110/15), it is provided that before the consumer concludes an off-premises contract or a at distance contract, or if the consumer is bound by an appropriate, he is required to inform the consumer of everything that is stated in the Pre-contractual Notice, in a clear and understandable manner

When ordering the product with the means of remote communication, the consumer will be immediately acquainted with all the correct information referred to in Article 57, Paragraph 1, in conjunction with Article 6 paragraph 2 of the of the Consumer Protection Act.

If the consumer, after having reviewed and understood the bid and Pre-contractual notice, sends the offer, it shall be considered that the Purchase agreement is concluded. By confirming the order, the customer will be obliged to pay under the terms of the bid if the goods or services are available. Because of the delivery limit, in one order one customer can order up to 10 available products per day.

A pre-contractual notice is available on www.mediaform.hr

Main features of the goods

The main features of the goods are available to the consumer upon reviewing individual offered items intended for sale via the Mediaform Internet store.

Name, headquarters, telephone number, e-mail address:

- Mediaform d.o.o., Bednjanska 8, 10000 Zagreb
- Tel: +385 1 3093 800
- E-mail: info@mediaform.hr

Mediaform d.o.o. with sales via the Online Store performs on its behalf.

Product **prices** are displayed on the Mediaform Online store pages in Croatian Kuna (HRK) and / or EUR (EUR) with VAT included.

The **shipping cost** is calculated automatically when purchasing the product depending on the weight of the ordered product and the delivery address and will be displayed in the shopping cart. The cost will also be shown on the invoice generated after the purchase is completed.

Mediaform d.o.o. retains the right of description and photograph errors, as well as advertising image of the product. All customer's rights to claims and returns are described in the General Business Conditions.

Mediaform d.o.o., for the purpose of concluding the Contract, does not calculate the costs of Internet use of the Online Store website.

Payment terms:

Payment of products and shipping costs can be carried out in one of the following ways:

1. Payment in the Republic of Croatia and abroad:



PayWay online for credit or debit card payment. Ordered products can be purchased online using one of these credit cards: American Express, MasterCard®, Diners, Visa or Maestro.

Payment in the Republic of Croatia:

2.1.) By general payment slip. Products for which the order has been concluded can be paid by through a general payment slip in all branch offices of banks, FINA (financial agencies) or Croatian Post offices. After the order confirmation, Mediaform d.o.o. will forward by electronic mail data necessary for payment using a general payment slip. All information needs to be entered correctly in the general payment slip and the payment needs to be carried out within the deadline. Payment using a general payment slip is valid for payments in the Republic of Croatia.

2.2.) Internet Banking. Products for which the order has been concluded can be paid using Internet banking of any bank in which exists possibility of such a payment method. After the order confirmation, Mediaform d.o.o. will forward by electronic mail data necessary for payment.

Delivery of goods

Mediaform d.o.o. ordered items are delivered to customers at the requested address through the company General Logistics Systems Croatia d.o.o.

The shipping cost is calculated automatically when purchasing the product depending on the weight of the ordered product and the delivery address and will be displayed in the shopping cart. The cost will also be shown on the invoice generated after the purchase is completed.

The delivery time of the product, which is listed as available stock, in the whole Republic of Croatia, is up to 10 working days from the day the order is completed or the payment is carried out. For delivery outside the Republic of Croatia the deadline is up to 15 working days from the day the order is completed or the payment is carried out. In the event of a change of the delivery deadline or any other important circumstance for the execution of an order, the customer shall be immediately notified by our customer service.

The customer is obliged to check the condition of the item and in case of any noticeable damage to the packaging or goods, request from the delivery service to respond with written notice regarding the claim, immediately upon having taken over the goods. The customer is not obliged to take over the goods with signs physical damage of the parcel.

Complaints regarding damages or product defects and any other objections can be made only in written form via electronic or regular mail:

- to the e-mail address: reklamacije@mediaform.hr
- to the address: Mediaform doo, Bednjanska 8, 10000 Zagreb

The right to unilateral termination of the contract

The consumer may unilaterally terminate the Contract within 14 (fourteen) days without stating any reason. In order for the consumer to exercise the right to unilaterally terminate the Contract, he must inform Mediaform d.o.o. of his/her decision on unilateral termination of the Contract prior to the expiration of the deadline and with an unequivocal statement sent by Mediaform doo, Street and number, 10000 Zagreb, or via e-mail to reklamacije@mediaform.hr, in which he/she will provide his/her name and surname, address, phone number, or e-mail address, and may also use the specified written form for the unilateral termination of the Contract.

The form for the unilateral termination of the Contract is found here and can also be electronically filled out and sent by the consumer, in which case Mediaform d.o.o. will deliver a receipt certificate via e-mail, regarding the notice of the unilateral termination of the Contract.

The deadline for the unilateral termination of the Contract is 14 (fourteen) days from the day on which the consumer or third party designated by the consumer, and who is not a carrier, the goods which are the subject of the Contract have been delivered into possession, or in the event of a provided service, from the time of the conclusion of the Contract.

The consumer is obliged to deliver the goods or send it to the address from which it was sent without any unnecessary postponement no later than 14 (fourteen) days from the day Mediaform d.o.o. has been made aware of the decision on the unilateral termination of the Contract. Cash on delivery consignments are not accepted.

If the consumer unilaterally terminates the Contract, he will be reimbursed in the amount of funds that were received from him/her based on the Contract. The refund will be carried out using the same payment method utilized by the consumer upon making the purchase. In case the consumer agrees to a different refund method, he shall not bear any costs in relation to the refund.

Mediaform d.o.o. shall complete the refund only after the goods have been returned or after the consumer has provided proof that the goods were sent back to Mediaform d.o.o., in case Mediaform d.o.o., was notified before having received the goods. The consumer is responsible for every type of reduction in the value of goods resulting from the handling of goods other than what was necessary for determining the nature, characteristics and functionality of the goods. In case of damage to the original packaging, the refund amount will be reduced by the percentage of the corresponding value of the goods of which the consumer will be informed.

Return of goods

In the event that the consumer exercises his right to unilaterally terminate the Contract, he is obliged to bear direct costs for the return of goods.

Responsibility for material defects

Mediaform d.o.o. is responsible for material defects on the purchased products (complaint) according to the acting provisions of the Consumer Protection Act - Official gazette no. 41/2014 110/2015 and the Civil Obligations Act (Official gazette no. 35/05, 41/08, 125/11, 78/15). Complaints are acknowledged only with the presented invoices as the only proof of purchase. Credit card slips and similar certificates cannot replace an account. Complaints are not possible without invoices.

In the case of a justified complaint, consumers can be offered with a replacement of the product within a reasonable period, or a removal of defects on the advertised product, or a price reduction.

If within a reasonable time the purchased product cannot be replaced or repaired, it is possible to terminate the Contract and with a refund of the money.

Products that the consumer has tried to repair or remodel and products that are damaged due to inappropriate use cannot be advertised.

Notices in the event of a dispute about the justification of the complaint and / or the method in which the product is returned:

The product must be unused, in unaltered quantities and in the original packaging and with the submitting of the original invoice.

Mediaform d.o.o. performs a collection of advertisements, damaged, faulty or misdirected goods at their expense if it is determined that the complaint is justified and that the customer has not influenced the defect, damage or any kind of faultiness of the product. In the case of a justified complaint, within the deadline stipulated by the Civil Obligations Act, the full cost of the replacement of the product is entirely borne by Mediaform d.o.o.

For the existence of material defects on the goods contact us at:

- email address: reklamacije@mediaform.hr
- address: Mediaform d.o.o., Bednjanska 8, 10000 Zagreb

By placing the order, the customer accepts all operating conditions and the pre-contractual notice. Mediaform d.o.o. reserves the right to modify these terms and conditions without prior notice.

The General Business Conditions and the Pre-contractual notice are in compliance with the applicable regulations of the Republic of Croatia. In the event of any dispute, the vendor and the consumer will settle the dispute amicably, and if it is not possible to settle the dispute in a consensual manner, it will be resolved by the actual and local competent court in the Republic of Croatia