

TERMS AND CONDITIONS

Business conditions for purchase agreements concluded remotely through the e-shop wooddecor.com.
Version and effective from 01. 01. 2021

GENERAL PROVISIONS

1. These Business Conditions (hereinafter "Business Conditions") relate to purchasing goods through the e-shop wooddecor.com. Purchasing goods can be done by natural and legal persons (hereinafter "customer") without restriction, with the customer agreeing that such concluded purchase agreements will be governed by these Business Conditions, Complaint Order provisions, other conditions listed on wooddecor.com, and relevant legal regulations.
2. The seller in these Business Conditions means the company ABRAHAM WOOD DECOR s.r.o., with registered office: Dolná mlynská ulica 515/21, 943 54 Svodín, Company ID: 53200497, registered in the Commercial Register of the District Court Nitra, insert no. 51886/N, email: info@wooddecor.com (hereinafter "seller" or "Abraham Wood Decor" or "Abraham Wood Decor company").
3. Supervisory Authority: Slovak Trade Inspection (SOI) SOI Inspectorate for Bratislava Region Prievozská 32, P.O. Box 5, 820 05 Bratislava, Consumer Protection Department, tel. no.: 02/58272 32.

ORDERING PROCEDURE

1. The customer can order any goods through the e-shop wooddecor.com that have the “ADD TO CART” button.
2. After pressing the “ADD TO CART” button, the ordered goods are automatically added to the shopping cart, which is available for viewing at any time. Creating an order requires registration on wooddecor.com, where the customer must fill in the data required by the system (it is assumed that if the customer provides their Company ID, they are acting and purchasing as a business, not a consumer). These data will be used for order creation and subsequent contract fulfillment. If consent is given during registration for being informed about news and promotional offers, Abraham Wood Decor may use the registration data for marketing activities related to its business. After registration, each customer will have a personal account for identification during purchases at Abraham Wood Decor. Orders will be created under this account, with discounts and other benefits tracked. The company recommends saving login credentials for future purchases. For subsequent purchases, simply log in using these credentials. It is in each customer’s interest to protect their login credentials, as providing them to another person might allow that person to act on wooddecor.com under the customer’s name.
3. By sending the order, the customer confirms they have been informed about the main product characteristics, total price, and other costs, including delivery costs, and that they are obligated to pay the seller this specific price, have chosen a suitable payment method from those offered, and understand delivery conditions and the timeframe for delivery. After order creation, it will be registered in the Abraham Wood Decor system, and the customer will be notified by email about order receipt. This email is not acceptance of the customer’s purchase proposal. The purchase contract is considered concluded only after verifying the customer’s order by sending another email accepting the order, or by sending an email confirming the goods are ready for pickup or have been shipped.
4. The e-shop wooddecor.com allows customers to access information about their order status after authorization with their login credentials.
5. By sending the order, the customer confirms they have read and fully agree with these Business Conditions. The seller reserves the right to change the Business Conditions, which become effective on the day of publishing the updated version on wooddecor.com. For already concluded purchase contracts, the contract will be governed by the Business Conditions valid at the time of its conclusion. These Business Conditions are valid from 2024.12.01.

PAYMENT CONDITIONS

1. All product prices include VAT. For prepaid orders, customers have several payment options. The fastest payment method is the online payment gateway Besteron (with bank card payment available) and payment systems ApplePay and Google Pay. Another option is manual payment by bank transfer or direct deposit to the bank account listed in the order. If payment on delivery is chosen, the price must be paid to the delivery person when receiving the goods.

DELIVERY CONDITIONS AND DELIVERY COSTS

1. Abraham Wood Decor commits to delivering the ordered goods to the customer no later than D+11 working days from payment or order acceptance if payment on delivery is chosen. The customer acknowledges that circumstances beyond Abraham Wood Decor's control might prevent goods delivery.
2. Payment means the moment funds are credited to Abraham Wood Decor's account. If delivery cannot be met for technical reasons, the company will promptly inform the customer and, if no agreement is reached about alternative delivery, will refund the payment within 15 days. In practice, goods are usually delivered within 6-7 working days after payment or order acceptance.
3. Abraham Wood Decor will deliver goods to addresses in European Union states. Delivery is at the company's expense. If the customer does not collect a pre-announced shipment at least 3 days in advance, they lose the right to free delivery, and any subsequent delivery will be at their expense.

ORDER CANCELLATION

1. The provisions of this Article 5 do not affect the customer's right to withdraw from a distance contract as a consumer, as detailed in Article 6 below. Such a customer acting as a consumer may cancel their order even before the withdrawal period begins.
2. Abraham Wood Decor reserves the right to not accept an order or part of it, and to withdraw from the contract if the goods cannot be delivered due to technical reasons, if the product is no longer manufactured or supplied, or if its price has significantly changed. In such a case, the company will contact the customer to agree on further steps. If the customer has already paid and no agreement is reached, the company will refund the payment within

CONSUMER WITHDRAWAL RIGHTS (APPLICABLE ONLY WHEN PURCHASING THROUGH WOODDECOR.COM AS A CONSUMER)

1. A customer acting as a consumer can withdraw from the contract without reason within 14 days of receiving the goods. The goods are considered received when:
 - a. All ordered items are received by the customer or a third party they designate,
 - b. For separate orders, upon receiving the last item,
 - c. For multi-part goods, upon receiving the last part,
 - d. For recurring deliveries, upon receiving the first delivery.
2. The customer must exercise their withdrawal right in writing to the seller's address, by email at info@wooddecor.com, or through an unambiguous method. The customer bears the burden of proof for withdrawal. The goods must be returned within 14 days, complete with accessories, documentation, and packaging. The customer may unpack and test the goods to understand their properties and functionality, but is responsible for any value reduction beyond normal inspection.
3. The customer bears return shipping costs. If the delivered goods do not match the description, the seller covers return and replacement costs.
4. The seller will refund all payments within 14 days of receiving the withdrawal notice, using the same payment method. Refunds cover delivery costs only for the cheapest standard delivery option.
5. The customer cannot withdraw from contracts for:
 - a. Services started with express consent,
 - b. Custom-made or specially ordered goods,
 - c. Goods subject to quick quality deterioration,
 - d. Unsealed audio/video recordings, books, or software,
 - e. Hygiene-sensitive goods with broken seals,
 - f. Goods that can be inseparably mixed with other items,
 - g. Electronic content provided with express consent.

COMPLAINT HANDLING PROCEDURES

1. Customers must visually inspect goods upon delivery. They can refuse delivery for visible mechanical damage or incomplete items, documenting the issue with Abraham Wood Decor or the delivery company.
2. Complaints follow the standard procedure in the Complaint Order. Customers can submit complaints via info@wooddecor.com.
3. The company is not responsible for damages from:
 - Mechanical damage
 - Inappropriate operating conditions
 - Unauthorized interventions
 - Natural disasters
 - Incorrect power supply
4. If unsatisfied with complaint handling, customers can:
 - Request resolution from the seller
 - Seek alternative dispute resolution through Slovak Trade Inspection
 - Use online dispute resolution at <http://ec.europa.eu/consumers/odr/>
5. Complaints can be submitted to info@wooddecor.com and will be answered within 30 days.

PERSONAL DATA PROTECTION

1. In compliance with GDPR and related data protection laws, detailed information about personal data protection can be found at <https://wooddecor.com/gdpr>

In Svodín, on 1.1.2021