

# AVINCIS

TRADITION AND MODERNITY

*Translation from Romanian language*

## AVINCIS VINURI SRL

### DELIVERY POLICY

- 1.1. The delivery to the Customer of the products purchased through [www.avincis.ro](http://www.avincis.ro) will be made via a fast courier service.
- 1.2. This website is only intended for individuals who are at least 18 years of age and have the legal capacity to conclude legal acts, as well as for legal entities. The online order is available only for persons that have a delivery address in Romania. By accepting the Terms and Conditions, the concerned person declares that he/she meets the above conditions.
- 1.3. For orders with a value exceeding RON 500, the shipment is free of charge if the delivery is within the coverage area of the courier service. For orders with a value of less than RON 500, the cost of delivery is entirely borne by the Customer.
- 1.4. The delivery term is of 24 hours for Bucharest and 48 hours in the country, calculated as of the date of your order. For orders made between Friday and Sunday, the delivery deadline will be 72 hours. In so far as this deadline cannot be met, S.C. AVINCIS VINURI S.R.L. shall notify the Customer by e-mail/telephone and ask the Customer to extend the delivery deadline, depending on the circumstances. If the goods are not delivered within the additional deadline, the Customer is entitled to terminate the contract, in accordance with the provisions of Article 18 of the G.E.O. no. 34/2014.
- 1.5. The delivery charges are calculated with the value added tax (VAT) included and are calculated depending on the location and volume, weight and communicated before the check-out.
- 1.6. The delivery is made by a courier company, at Customer's premises, within 48 hours of the dispatch of the order, and can reach its destination after a maximum of 3 days.
- 1.7. If the Customer wishes to specify certain delivery aspects such as: delivery time, address, or landmarks, he has the possibility to enter these things in the notes box before completing the order.
- 1.8. On the day the order shipment is dispatched we notify the Customer by email or by telephone in this respect.
- 1.9. The package can be received by any member of the family.
- 1.10. Products are delivered within the limit of available stock. In the event that one or more of the ordered products are no longer in stock, the Customer will be

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notified to this effect, with the possibility of waiting for the product to become available again in stock or to cancel the order. In some situations, the ordered product may be replaced with a similar one, if you wish and agree to this. If the Customer decides to cancel the order, S.C. AVINCIS VINURI S.R.L. shall repay the amounts paid by the Customer for unavailable products within maximum 14 days of becoming aware of the decision to cancel the order.

- 1.11. The liability for any loss or damage caused to the product, parcel or package sent by us shall lie with the courier company or the carrier in accordance with applicable laws. Products shall be replaced by us if the courier is proved to be in default, and we shall be notified in writing within 5 hours of the receipt of the package, with a clear indication of the products which have been lost or damaged and the reason for the replacement request.

#### HEAD OFFICE

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