

AVINCIS

TRADITION AND MODERNITY

AVINCIS VINURI SRL

RETURN POLICY

If you are dissatisfied with the products purchased on www.avincis.ro and want to give up your purchase and, implicitly, to receive the your money back, you can exercise your right of withdrawal within 14 days, in accordance with the provisions of the Government Emergency Ordinance no. 34/2004, on consumer rights in contracts concluded with professionals and for the amendment and supplementation of certain rules. Please note that these legal provisions only apply to consumers defined as any natural person or group of natural persons set up in associations, as defined in article 2 item 2 of the Government Ordinance no. 21/1992 on consumer protection, republished, as amended and supplemented.

Furthermore, we should point out that a remote contract means any contract concluded between the professional and the consumer under an organized remote sales or services-provision system without the simultaneous physical presence of the professional and the consumer, with the exclusive use of one or more means of remote communication up to and including until the time the contract is concluded.

According to Government Emergency Ordinance no. 34/2004, the consumer has a period of 14 days to withdraw from a remote or off-commercial premises contract, without having to justify the withdrawal decision. Therefore, the 14 days right of withdrawal is only addressed to customers who have purchased products online from www.avincis.ro.

The withdrawal period shall expire within 14 days of the day on which the consumer or a third party, other than the carrier, indicated by the consumer acquires physical possession of the goods in case of sales contracts, or:

- (i) where the consumer orders multiple products to be delivered separately by a single order, the day on which the consumer or a third party other than the carrier, indicated by the consumer, acquires physical possession of the last product;
- (ii) in case of delivery of a product consisting of several lots or parts, the day on which the consumer or a third party, other than the carrier, indicated by the consumer acquires physical possession of the last product or part;

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(iii) in case of contracts for the periodical supply of products for a specified period, the day on which the consumer or a third party, other than the carrier, indicated by the consumer acquires physical possession of the first product;

The repayment of amounts shall be made no later than 14 days after the date of notification of consumer's decision to withdraw from the contract.

The consumer shall bear the direct costs of returning the products and, where appropriate, shall be responsible for reducing the value of the products resulting from their handling, different from what is necessary for determining the nature, characteristics and functioning of products.

For any details or any doubt regarding the return of the products, please contact us by e-mail or at one of the telephone numbers in the "Contact" section.

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