General Terms and Conditions

The General Terms and Conditions of the online store operated by Ariom Leone d.o.o. (the provider – the company) have been prepared in accordance with the Slovenian Consumer Protection Act (ZVPot-1), the recommendations of the Chamber of Commerce and Industry of Slovenia (GZS), and international codes of conduct for e-commerce.

Company Information

ARIOM LEONE, trgovina na drobno in druge storitve, d.o.o.
Zgornje Hoče 29c
2311 Hoče
Slovenia

Email: info@primozroglic.com
Telephone (mobile): +386 69 322 656
Bank account (IBAN): SI56 1910 0001 1563 812
VAT identification number (tax number): SI 23828579

The company is registered for VAT.

Company registration number: 8402779000

Court Register: District Court in Maribor
Date of registration in the Court Register: 27 March 2019
Most recent Srg reference number: 2023/8602
Articles of Association: 6 March 2023

Share capital: EUR 7,500.00

The provider undertakes to always provide customers with the following information:

- The identity of the company (company name, registered office and registration number).
- Contact information enabling customers to communicate quickly and effectively with the company (email and telephone).
- Essential characteristics of the goods or services, including after-sales services and guarantees.
- Product availability (each product or service offered on the website should be available within a reasonable period).
- Conditions of product delivery or service provision (method, location and delivery period).
- Clear and unambiguous prices, including information on whether taxes and shipping costs are included.
- Available payment and delivery methods.
- The validity period of offers.
- The period and conditions under which customers may withdraw from a contract, including information about whether and to what extent customers must bear the costs of returning products.
- Information about the complaints procedure, including contact details of the person or department responsible for customer relations.

Although we strive to ensure that all information published on our website is accurate and up to date, product characteristics, delivery times or prices may change so quickly that we are unable to update the website immediately.

In such cases, the provider will notify the customer of the changes and allow them to cancel their order or exchange the ordered product.

Prices in the online store may change without prior notice and are valid at the time the order is placed.

Although product photographs are intended to accurately represent the items offered for sale, all photographs should be considered illustrative. Photographs do not guarantee the characteristics of a product.

Payment Methods

The following payment methods are available:

- Bank transfer based on a pro forma invoice.
- Cash on delivery (available only for delivery addresses in Slovenia).
- PayPal.
- Credit card payment.

After placing an order, you will automatically receive information regarding payment and delivery by email.

The sales contract between the provider and the customer is concluded when the provider confirms the order (the customer receives an email containing information about the order, payment and delivery).

From that moment, all prices and other conditions are fixed and binding on both the provider and the customer.

VAT is included in the price and will be clearly indicated on the invoice enclosed in the package.

Ordering Process in the Online Store

Purchases in the online store www.primozroglic.com are completed through several consecutive steps.

Before finally submitting an order, customers can review the selected products, quantities, prices, shipping costs, personal information and selected payment method, and correct any errors.

1. Selecting Products and Adding Them to the Cart

The customer selects the desired product in the online store, specifies its size, colour or another available variation where applicable, and chooses the quantity.

By clicking the add-to-cart button, the customer adds the product to their shopping cart.

The customer may continue shopping and add more products to the cart or open the cart and proceed with the purchase.

2. Reviewing and Editing the Shopping Cart

The shopping cart displays the selected products, their characteristics or variations, prices, quantities and total order value.

Before proceeding with the purchase, the customer can:

- Increase or decrease the quantity of individual products.

- Remove products from the shopping cart.
- Check product prices and the total value of the selected products.
- Enter a promotional code, if available.
- Review the available delivery methods and associated shipping costs.
- Continue shopping or proceed to checkout.

When product quantities are changed, the shopping cart total is updated accordingly.

After reviewing the contents of the shopping cart, the customer clicks the “Proceed to Checkout” button to continue to the next stage of the purchasing process.

3. Entering Customer Information

In the first checkout step, called “Customer Details”, the customer enters or reviews the information required to process the order.

This information includes:

- First and last name.
- Email address.
- Telephone number.
- Country.
- Street and house number.
- Postal code and city.

If the customer wishes to have the order delivered to a different address, they can select the “Ship to a Different Address?” option and enter the recipient's details or delivery address.

The customer may also add order notes or special delivery instructions.

Before proceeding, the customer can review and, if necessary, correct all entered information.

By clicking the “Next” button, the customer proceeds to the product review step.

4. Reviewing Products and Delivery Again

In the second checkout step, called “Products”, the contents of the shopping cart are displayed again.

The displayed information includes the names of the ordered products, their variations, quantities, individual prices, subtotals, shipping costs and the total order value.

At this stage, the customer can still change product quantities, remove products from the shopping cart, enter a promotional code, and review or select an available delivery method.

The order total is updated accordingly whenever changes are made.

By clicking the “Back” button, the customer can return to the previous step and correct their personal information or delivery address.

Once satisfied with the contents of the order, the customer clicks “Next” to proceed to the final checkout step.

5. Final Order Review and Payment Method Selection

In the final checkout step, called “Order Summary and Payment”, the customer is presented with a complete order summary immediately before submitting the order.

The customer can review the following information in one place:

- First name, last name and contact details.
- Billing address and, where applicable, a separate shipping address.
- Names and selected variations of the ordered products.
- Quantities of individual products.
- Product prices and total value.
- Selected delivery method and any applicable shipping costs.
- Final order total.

At this stage, the customer also selects one of the available payment methods.

Depending on the options available for the particular order, the customer may choose bank transfer, cash on delivery, credit card payment, PayPal or other available electronic payment methods.

Before finally submitting the order, the customer can verify the accuracy of all displayed information.

If an error is identified, the customer can use the “Back” button or select a previous step to return to the relevant stage of the purchasing process and correct the information, change quantities, remove products or modify the delivery selection.

After making corrections, the customer can return to the final order summary to verify the updated information and total amount.

The order is not submitted while the customer is reviewing or correcting information.

6. Confirming and Submitting the Order

Before finally submitting the order, the customer must familiarise themselves with the General Terms and Conditions and confirm their agreement to them.

After verifying all information, the contents of the order, the final amount and the selected payment method, the customer submits the order by clicking the “BUY NOW” button.

By clicking this button, the customer confirms the order and their obligation to pay.

Depending on the selected payment method, the process may continue with the appropriate secure payment processing procedure.

7. Order Confirmation and Conclusion of the Contract

After successfully submitting the order, the customer receives an email containing the order details and information about payment and delivery.

The order information is stored in the online store's system.

The sales contract between the provider and the customer is concluded when the provider confirms the order and the customer receives the corresponding confirmation by email.

The agreed prices and other purchasing conditions apply from the moment the order is confirmed.

8. Storage of the Contract and Access to Order Information

ARIOM LEONE d.o.o. stores information about submitted orders in its information system.

The customer receives the order information at the email address provided during checkout, allowing them to review and save the order details at a later date.

To request access to their order information or obtain information about the concluded contract, customers may contact the company at info@primozroglic.com.

The General Terms and Conditions are published on www.primozroglic.com and are also available as a PDF document that customers can download, save or print.

9. Identifying and Correcting Errors

The online store enables customers to identify and correct errors before finally submitting their orders.

Customers can navigate between the individual checkout steps and modify the information they have entered.

Before clicking the “BUY NOW” button, customers can review their personal information, ordered products, quantities, prices, shipping costs and total order value in a single summary.

If customers notice an error, they can return to the relevant previous step, correct it and then review the complete order summary again.

An order is only finally submitted when the customer explicitly clicks the “BUY NOW” button after completing the review.

Delivery

Goods ordered from our online store are dispatched as quickly as possible.

We cooperate with Pošta Slovenije (Slovenian Post) for deliveries.

Packages will be dispatched within three working days of receiving the order or, in the case of bank transfers, receiving payment, unless otherwise stated for an individual product.

The estimated delivery time within Slovenia is 1–2 working days after dispatch.

The total estimated delivery time is therefore up to five working days from receipt of the order or payment.

The estimated delivery time to European Union countries is up to 10 days after dispatch, while deliveries to other countries worldwide may take up to 20 days after dispatch.

Delivery times may be extended during public holidays and weekends to account for non-working days.

If the recipient is unavailable during an attempted delivery, the actual delivery time may be extended.

Statutory Guarantee of Conformity of Goods

In accordance with the Slovenian Consumer Protection Act (ZVPot-1), ARIOM LEONE d.o.o. is liable for any lack of conformity of goods that exists at the time of delivery and becomes apparent within two years of delivery.

Shipping Costs

Shipping costs are as follows:

- Slovenia: EUR 3.99, including VAT.
- Europe: EUR 12.00, including VAT.
- Countries outside the European Union: EUR 20.00, including VAT.

There are no additional charges for cash-on-delivery payments.

The amount payable upon delivery is the same as the total amount displayed at checkout.

Contact Information and Bank Transfer Details

> Ariom Leone d.o.o.
> Zgornje Hoče 29c
> 2311 Hoče
> Slovenia
>
> Email: info@primozroglic.com
> Bank account (IBAN): SI56 1910 0001 1563 812
> Payment reference: SI00 (+ order number)
> SWIFT/BIC: SZKBSI2X
> VAT ID: 23828579
> Company registration number: 8402779000

Orders placed using the pro forma invoice payment method remain valid for three working days.

Products ordered using this payment method are therefore reserved for three working days.

If payment is not received within this period, we will consider the purchase cancelled, cancel the order and return the products to stock.

Terms and Conditions for Promotional Discount Codes

Promotional codes apply to products from the online store's regular range.

Discounts cannot be applied to new products, cycling products, pre-order products, gift vouchers or products already included in other promotions or discounts.

Discounts cannot be combined unless explicitly stated otherwise.

We reserve the right to modify or cancel promotional offers without prior notice.

Returns, Exchanges and Withdrawal from the Contract

Consumers have the right to withdraw from a contract within 14 days of receiving the goods, without providing a reason.

If a product does not meet your expectations, please notify us of your withdrawal from the contract by email at info@primozroglic.com or in writing at our postal address.

To withdraw from the contract, you may use the withdrawal form (click here to download) or submit another unequivocal statement expressing your decision to withdraw.

The withdrawal form is also available at the bottom of this webpage.

The withdrawal notification must be sent before the expiry of the 14-day period following receipt of the goods.

You must return the goods no later than 14 days after notifying us of your withdrawal from the contract.

Size exchanges are possible if the requested product is in stock.

If the product is unavailable, we will work with the customer to find a suitable replacement or issue a refund.

The customer is responsible for the direct costs of returning the goods.

If the error was made on our part, we will cover the return shipping costs.

We will refund all payments received without undue delay and no later than 14 days after receiving notification of withdrawal from the contract.

We may withhold the refund until we receive the returned goods or until the customer provides evidence that the goods have been sent back, whichever occurs first.

Refunds will be made using the same payment method used by the customer for the original transaction, unless the customer expressly agrees to a different refund method.

The customer will not incur any additional costs as a result of the refund method.

The right to withdraw from the contract does not apply to goods manufactured according to the consumer's precise instructions and customised to meet their personal needs, in accordance with Article 135 of the Slovenian Consumer Protection Act (ZVPot-1).

Please send goods for return or exchange to:

> ARIOM LEONE d.o.o.
> Zgornje Hoče 29c
> 2311 Hoče
> Slovenia

Please include your order number in the package and indicate whether you would like a refund or a product exchange.

Before returning or exchanging a product, you may contact us at info@primozroglic.com.

Protection of Personal Data

The provider undertakes to ensure the permanent protection of all users' personal data.

The provider will use personal data exclusively for purposes related to fulfilling orders (sending information materials, offers and invoices) and other necessary communications.

Users' personal data will under no circumstances be disclosed to unauthorised persons.