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 drawn up 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

Email: info@primozroglic.com

Telephone (mobile): 069322656

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 users to communicate quickly and effectively (email, telephone);
- essential characteristics of 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 for delivery of goods or provision of services (method, location and delivery period);
- all prices must be stated clearly and unambiguously, indicating whether taxes and shipping costs are included;
- payment and delivery methods;
- the validity period of the offer;
- the period in which withdrawal from the contract is possible, the conditions for withdrawal, and whether and how much it costs the customer to return a product;
- an explanation of the complaints procedure, including full contact details of the person or department responsible for customer relations.

Although we strive to keep the information published on our website 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 the 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 photographs of products offered for sale are accurate, all photographs should be regarded as 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

Once you place your order, we will automatically send you payment and delivery information 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 apply to both the provider and the customer.

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

Ordering Process in the Online Store

Purchases in the online store www.primozroglic.com take place in several consecutive steps. Before finally submitting an order, the customer 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

In the online store, the customer selects the desired product, specifies its size, colour or other available variation if necessary, and selects 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 other 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 an individual product;
- remove a product from the cart;
- check product prices and the total value of the products;
- enter a promotional code, if available;
- review the available delivery methods and associated shipping costs;
- continue shopping or proceed to checkout.

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

After reviewing the contents of the cart, the customer clicks the “Proceed to Checkout” button to move to the next stage of the purchase.

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 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 another address, they can select “Ship to a Different Address?” and enter the recipient’s details or delivery address.

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

Before continuing, the customer can review and, if necessary, correct all entered information. By clicking “Next”, the customer proceeds to the product review.

4. Reviewing Products and Delivery Again

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

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

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

The order total is updated accordingly when changes are made.

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

When satisfied with the contents of the order, the customer clicks “Next” and proceeds 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 shown a complete order summary immediately before submitting the order.

In one place, the customer can review:

- their first name, last name and contact details;
- the billing address and, if applicable, a separate delivery address;
- the names and selected variations of the ordered products;
- the quantities of individual products;
- product prices and the total value;
- the selected delivery method and any shipping costs;
- the final order total.

At this step, the customer also selects one of the available payment methods. Depending on the options available for the order, they may choose bank transfer, cash on delivery, card payment, PayPal or other available electronic payment methods.

Before submitting the order, the customer can verify that all displayed information is correct.

If the customer notices an error, they can use the “Back” button or select a previous step to return to the relevant stage of the purchase and correct their details, change quantities, remove products or adjust the delivery selection.

After making corrections, the customer can return to the final summary, where they can review the updated information and order total.

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 read the General Terms and Conditions and confirm their agreement to them.

After checking all details, 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 at the address provided 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 later.

To request access to their order information or obtain information about the concluded contract, the customer 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 the customer can download, save or print.

When the order is confirmed, the customer also receives the General Terms and Conditions as a PDF document attached to the confirmation email sent to the address provided at checkout.

9. Identifying and Correcting Errors

The online store allows the customer to identify and correct errors before finally submitting the order.

The customer can move between the individual checkout steps and change the information entered.

Before clicking the “BUY NOW” button, the customer can review their personal details, the ordered products, their quantities and prices, shipping costs and the total order amount in one summary.

If the customer notices 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.

We will dispatch the package 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, and to other countries worldwide up to 20 days after dispatch.

During public holidays and weekends, delivery periods are extended to account for non-working days. If the recipient is unavailable during an attempted delivery, the actual delivery date may be delayed.

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.

Consumer Remedies and Other Rights – Article 81

If the purchased goods do not conform to the contract, the consumer has the right to request a free repair or replacement. Under the conditions laid down by law, the consumer may also request a proportionate reduction in the price or withdraw from the contract and request a refund.

The consumer may withhold payment of the remaining purchase price until the seller fulfils its obligations. The consumer also has the right to compensation for damage and reasonable expenses incurred in enforcing the claim.

Bringing Goods into Conformity – Article 82

The consumer may request free repair or replacement of non-conforming goods. The seller must bring the goods into conformity within a reasonable period, no later than 30 days after receiving notice of the lack of conformity. This period may exceptionally be extended by up to 15 days, provided the consumer is informed in good time.

The consumer may choose between repair and replacement, unless the chosen option is impossible or would entail disproportionate costs. If both options are impossible or disproportionately expensive, the seller may refuse the request.

All costs of repair or replacement, including shipping costs, are borne by the seller. The consumer must make the goods available to the seller.

Price Reduction and Withdrawal from the Sales Contract – Article 83

The consumer may request a proportionate price reduction or withdraw from the contract if the seller fails to remedy the lack of conformity within the prescribed period, if the lack of conformity remains after repair or replacement, if the seller lawfully refuses to bring the goods into conformity, or if the lack of conformity is so serious that an immediate price reduction or withdrawal is justified.

If the lack of conformity becomes apparent within less than 30 days of delivery, the consumer may immediately withdraw from the contract and request a refund.

The consumer may not withdraw from the contract if the lack of conformity is only minor. In the event of justified withdrawal, the seller bears the cost of returning the goods.

Notice of Lack of Conformity and Inspection of Goods – Article 84

The consumer must notify the seller of an identified lack of conformity within two months of the date on which it was discovered.

The notice must describe the lack of conformity in detail. It may be sent by email to info@primozroglic.com or in writing to ARIOM LEONE d.o.o., Zgornje Hoče 29c, 2311 Hoče.

The consumer must allow the seller to inspect the goods in respect of which the lack of conformity is claimed.

Existence of Lack of Conformity – Article 85

If the seller considers that the alleged lack of conformity does not exist, the seller must inform the consumer of this in writing no later than eight days after receiving the consumer’s claim.

Shipping Costs

Shipping costs are EUR 3.99 including VAT for Slovenia, EUR 12 including VAT for Europe, and EUR 20 including VAT for countries outside the European Union.

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
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

An order placed using the pro forma invoice payment method is valid for only three working days. Products ordered using this payment method are reserved for three working days. After this period, we will consider that you have withdrawn from the purchase, 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 expressly stated otherwise.

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

Returns, Exchanges and Withdrawal from the Contract

The consumer has the right to withdraw from the contract within 14 days of receiving the goods, without giving a reason.

If the product is unsuitable, notify us of your withdrawal from the contract by email at info@primozroglic.com or in writing at our postal address. To withdraw, you may use the withdrawal form (click here to download the form) or submit another unequivocal statement of withdrawal. The form is also available at the bottom of this webpage. Notice of withdrawal must be sent before the 14-day period from receipt of the goods expires.

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

Size exchanges are possible if the 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 bears 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 notice 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 are made using the same payment method used by the customer for the original transaction, unless the customer expressly agrees to another method, with no additional costs to the customer.

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 ZVPot-1.

Please send goods for return or exchange to:

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

Please include the order number in the package and indicate whether you would like a refund or an exchange. Before returning or exchanging a product, you may contact us at info@primozroglic.com.

Protection of Personal Data

The provider undertakes to protect all users' personal data at all times. Personal data will be used 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.