

GENERAL TERMS AND CONDITIONS FOR E-COMMERCE

These general terms and conditions ("Terms") govern the rights and obligations between you as the buyer and us as the seller in contractual relationships established via the e-shop at the website www.sevencats.eu.

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1. DEFINITIONS

- 1.1. Price is the financial amount you will pay for the Goods.
- 1.2. Delivery Fee is the financial amount you will pay for the delivery of the Goods, including packaging.
- 1.3. Total Price is the sum of the Price and Delivery Fee.
- 1.4. VAT is the value-added tax according to applicable legal regulations.
- 1.5. E-shop refers to the online store operated by us at www.sevencats.eu, where the purchase of Goods occurs.
- 1.6. Invoice is the tax document issued in accordance with VAT laws for the Total Price.
- 1.7. Order is your irrevocable proposal to conclude a Contract for the purchase of Goods from us.
- 1.8. Goods include all items you can purchase from the E-shop: custom-printed T-shirts, mugs, towels, and other promotional or gift items designed via our configurator.
- 1.9. You refers to the person purchasing from our E-shop, legally referred to as the buyer.
- 1.10. Contract is the purchase agreement based on a properly completed Order submitted via the E-shop, and it is concluded once we confirm the Order.

2. GENERAL PROVISIONS AND INSTRUCTIONS

Purchasing Goods is only possible through the web interface of the E-shop at www.sevencats.eu. For any specific price offers, please contact us directly at info@sevencats.eu. Purchases made outside the e-shop are subject to conditions agreed upon via email communication and governed by the laws of the Slovak Republic.

When purchasing Goods, you are obliged to provide us with correct and truthful information. We will consider the information provided during the order as accurate and truthful. Ensure uploaded files for printing have sufficient quality and resolution. We are not responsible for any incorrect placement of design elements.

3. CONCLUSION OF THE CONTRACT

3.1. The contract can only be concluded in the Slovak language.

3.2. The contract is concluded remotely through the E-shop, and you bear the costs of communication tools used remotely. These costs do not differ from your basic rates for internet or communication services.

3.3. To conclude the contract, you must submit an order through the E-shop. The order must include: a) Details of the Goods being purchased. b) Information on price, delivery charges, VAT, and the desired delivery method. c) Your identification details such as name, delivery address, phone number, and email address.

4. PRICING AND PAYMENT TERMS

4.1. Prices are listed on the E-shop and in your order confirmation. In case of discrepancies, the price in the order confirmation prevails.

4.2. Payment methods include bank transfer, online card payments, and cash on delivery (up to €50).

4.3. Ownership of the Goods transfers to you upon full payment of the Total Price and receipt of the Goods.

5. DELIVERY OF GOODS

5.1. Delivery options include collection from the company's premises or delivery via logistics services.

5.2. Goods will be delivered without undue delay, no later than 30 days unless otherwise specified.

5.3. Upon receipt, you are obliged to inspect the Goods for any visible damages. If any issues arise, notify us immediately.

6. WARRANTY AND CLAIMS

6.1. We guarantee the quality of the Goods at the time of delivery.

6.2. The general warranty period is 24 months unless otherwise specified.

6.3. Complaints must be submitted promptly along with supporting evidence such as photos and proof of purchase.

7. WITHDRAWAL FROM THE CONTRACT

7.1. As all orders are custom-made, they cannot be restocked or resold.

7.2. If the Goods are incorrect or damaged, we will replace them or issue a refund after contacting our support at info@sevencats.eu.

8. COMPLAINTS AND SUGGESTIONS

8.1. You can submit complaints or suggestions in writing to info@sevencats.eu.

8.2. Complaints are assessed within a reasonable timeframe, and outcomes are communicated via email.

9. ALTERNATIVE DISPUTE RESOLUTION

9.1. If you are not satisfied with the resolution of your complaint, you may seek alternative dispute resolution in accordance with applicable laws.

9.2. Further details on dispute resolution can be found at <https://ec.europa.eu/consumers/odr/>.

10. FINAL PROVISIONS

10.1. All correspondence will be conducted electronically unless otherwise agreed.

10.2. The Terms may be updated periodically, with prior notice provided via email.

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10.3. In case of force majeure or unforeseen events (natural disasters, pandemics, operational disruptions, etc.), we are not responsible for damages caused by such events. If this situation persists for more than 20 days, both parties have the right to withdraw from the contract.

10.4. The Terms include sample forms for complaints and contract withdrawal.

ANNEX 1 - COMPLAINT FORM

Recipient: SEVENCATS s.r.o.

Textile Street 7/A 040 12 Košice-Nad Jazerom

Application of complaint

Title, name, and surname:
Home address:
Email address:
Order and invoice number:
Date of order:
Date of receipt of the goods:
Goods being complained about (name and quantity):
Description and extent of the defect:
As a customer of the seller, I request that my complaint be processed as follows:
I wish to receive a refund to my bank account (IBAN) / another method:

Attachments: _____

Date: _____

Signature: _____