

Business Conditions: Please Read them Carefully!

1.) The Order

The sales contract based on which the seller sales the merchandise to the buyer is validated upon the binding affirmation of the order. The affirmation is understood as binding when it takes place following the confirmation of the electronic order either by phone, or by email. Acknowledgement concerning the admission of the order into the system shall not be considered as binding concerning these business conditions. The first contact which is necessary for the affirmation of order is made usually by the seller upon the verification of availability and possible delivery date of the requested merchandise. The order (or part of the order) confirmed by the seller should be considered as binding for both involved parties unless the conditions agreed upon at the time of confirmation are violated. Conditions considered to be relevant are the content of the order (exact specification of the merchandise and the volume), price of the merchandise, price of shipping and handling and the conditions and date of delivery.

2.) Cancellation of the Order

- Cancellation by the buyer:

The buyer has the right to cancel the order without providing any reason at any time before the binding affirmation of the order is made. After the binding affirmation of the order, the buyer has the right to cancel it only in those instances when the seller violates the agreed upon conditions of delivery. The buyer is obliged to reimburse all damages incurred by the seller which were caused by the cancellation of a bindingly affirmed order. The seller shall enforce his right to reimbursement of damages mainly in such cases when he suffered financial damages resulting directly from the order which was made and bindingly affirmed by the buyer. The fine for cancellation could reach up to 50% of the total price of the merchandise.

- Cancellation by the seller:

The seller reserves the right to cancel an order (or a part of it) in the following cases:

* if it was for some reason impossible to make a binding affirmation of the order (wrong contact coordinates, the buyer is permanently out of reach, etc...)

* the merchandise ordered is no longer in production, cannot be found in stock, has been significantly modified and its price was significantly changed. In such cases the seller will contact immediately the buyer and will try to agree on alternative arrangements. In cases when the buyer already made an advance payment for the ordered merchandise, the finances shall be transferred back to his account no later than in 15 days from the date of cancellation.

3.) Withdrawal from the Sales Contract (Mail Order)

The buyer has the right to withdraw from the contract in cases when the merchandise is shipped by mail order. The buyer has the right to withdraw until up to 14 days after the receipt of the merchandise. Should the buyer decide to withdraw, he is obliged to follow the conditions of withdrawal listed below:

- Contact the seller with the request for withdrawal from the contract. The request should include the order number, date of purchase, the buyer's account information and address so the seller can transfer, or return the buyer's money.

- In a case when the buyer already received the merchandise he must send it back to the seller adhering to the following conditions:

- » the merchandise has to be in the original and undamaged package
- » the merchandise cannot be used, worn or damaged
- » the merchandise must be complete, including accessories, warranty papers, manual, etc...
- » send the merchandise back with the purchase slip/documents

The merchandise should be shipped back to the seller as a registered mail and it should be insured. The seller cannot guarantee that the merchandise will reach its intended destination.

After fulfillment of all conditions listed above the seller will either mail, or transfer your money within 14 days after reception of the returned merchandise.

In cases when some of the above listed conditions are not fulfilled the seller will be unable to accept the buyer's intention to withdraw from the contract and the returned merchandise will be shipped back to the sender at his/her expenses.

4.) Terms and Conditions of Delivery

Deliveries of the ordered merchandise are directly related to its availability and are in most cases made within 5 to 15 day from the binding affirmation of the order. In exceptional cases the date of delivery might exceed the 15 day limit and in these cases the seller will make the appropriate consultations concerning this matter with the buyer.

The location of delivery is specified according to the coordinates provided on buyer's order. Delivery is considered to be accomplished when the ordered merchandise reaches the coordinates provided on the order. Installation, or any unspecified manipulation with the merchandise at the place of delivery are not part of the order. The shipment with the merchandise will always include an invoice, owner's manual and warranty letter.

The buyer is obliged to check the merchandise upon reception and to acquaint oneself with all included documents. After official acceptance of the merchandise the buyer becomes responsible for all possible damages made on the received goods.

In cases of mail order, there are no dates filled in the warrantee letter, because it is uncertain that the buyer will decide to keep the ordered merchandise. In case the buyer decides to keep the ordered merchandise he should fill out the appropriate dates on warrantee letter. Otherwise the buyer might risk that his warrantee claim will not be accepted.

5.) Liability for Defects on Shipped Goods and Conditions of Warranty

Liability for defects on shipped goods and conditions of warranty, are regulated by valid EU legislation. The standard warranty period for new merchandise is 24 months and for used, or overhauled, or remanufactured merchandise 12 months, should the conditions of warranty not specify otherwise.

The buyer has the right to issue a Warranty Complaint in cases when the acquired merchandise cannot be used for the sated purpose, if defects on the merchandise are caused by negligence of the seller, and are not caused by the buyer.

The seller should not be held liable for damages on the merchandise which were known by the buyer at the time of binding affirmation of the order, unless these defects and damages limit or impair the features of the merchandise specified in the contract.

Before the buyer issues a warranty claim, he is responsible for checking whether the malfunction or defect are caused by improper installation or adjustment of the product which does not follow recommendations and instructions made in the included owner's manual.

Shipment of Defective Merchandise with Warranty Complaint.

This merchandise should be shipped by the buyer in a proper package, so that possible damages during the shipment are prevented.

The buyer should include with the shipped merchandise the copy of the invoice. Should the buyer issue a warranty complaint for more than just one product, he must supply the complete warranty claim documents to each and every one of them.

The warranty claim procedure commences with the day when the merchandise is received by the service department (not at the day of shipment) under the condition of proper issuance of the warranty claim. Under the proper issuance of the warranty claim we understand that all conditions listed in points 1. and 2. are observed and held on to by the buyer.

Should the warranty period expire during the shipment of the malfunctioning merchandise, so does the buyer's right to the warranty service and the seller is not obliged to process the warranty claim.

6.) Processing Warranty Claims

The seller, or a designated employee of the seller will decide about processing the warranty claim with no delay. In more complicated cases such a decision should take no longer than 10 days. Time needed for eventual expertise of the defect should not be calculated in the 10 day period. Completion of the warranty claim process should not take longer than 30 days.

Upon request, the seller agrees to provide to the buyer an acknowledgement proving the receipt of the warranty claim.

Determination of the rights of the buyer concerning the nature of defects on the merchandise is up to the seller.

The seller has the right to correct the specific defect by the provision of an equal, or an alternative replacement. In any case, the replacement should correspond in parameters with the defected merchandise. The replacement, or the alternative should not necessarily be identical with the defective merchandise, especially in those cases when the defects are impossible to fix, or the required expenditures are inadequate.

The seller has the right to fix the merchandise and remove the defects in cases when these are fixable.

The seller may also offer an adequate discount from the purchase price of the damaged merchandise. The buyer's discount should correspond to the difference between the value of the merchandise with and without the defect. The difference between these values is also

determined by the time discrepancy of shipped merchandise. The seller has the right to receive the original merchandise in the same condition in which it was shipped to the buyer except the defects claimed in the warranty complaint.

The possibility of withdrawal from the contract is provided to the buyer under the condition of a timely notice concerning merchandise defects to the seller. The possibility to withdraw is not given to the buyer if he is unable to return the merchandise in the same condition in which he received it.

Claims resulting from merchandise defects are not related under any conditions to claims on contractual fines. The buyer claiming discount from the purchase price is not entitled to claim also compensation for lost profit caused by malfunction, or inadequate properties of the discounted merchandise.

Should the seller deliver a greater volume of merchandise than it was ordered, the buyer is entitled to either accept, or to reject the excise merchandise. Should the buyer decide to accept either a part, or the entire volume of shipped merchandise, he is obliged to pay the purchase price which corresponds with the price agreed upon in the contract.

7.) Declaration for DEALERS

The buyer hereby declares that he is either a physical, or a legal entity and has a valid license for the resale of merchandise to third parties – mainly to consumers and users – and he acts as the seller. The buyer who decides to act as a dealer agrees with the extension of the standard warranty claim period to 60 days for local merchandise and 90 days for foreign merchandise. Should in some cases the detection of defects under the warranty claim require expert's involvement, another appropriate, alternative device can be lend to the dealer. Should the warranty claim not be recognized as legitimate, the lend device will be paid for by the dealer with no delay.

8.) Personal Data Protection

The seller respects the privacy of clients. Our ambition is to provide to our clients valuable services and therefore we might need some of our clients' personal data. We protect these data against mistreatment or abuse and we guarantee that personal data will not be transferred, or made available to third parties.

By using this Internet shop, you agree with the collection and processing of information about your person and your purchases happen under the above stated conditions. By registering as our news subscriber, public inquiry participant, or using any other forms of registration, you agree automatically that you might be informed about news related to this Internet shop by e-mail or by phone. Should you decide that you no longer need these news and information, you can end your registration at any time following the instruction which is included in every message sent out from us.

Our Internet shop reserves the right to withdraw the security guarantees in cases when our server is attacked, or hacked by unknown offenders.

Please Note:

Merchandise marked "WAREHOUSE" is either in our warehouse, or it is accessible in 1 or 2 working days. To provide our customers with most accurate information, we update our

warehouse inventory 2 times every day.

The seller reserves the right to change prices of merchandise according to the warehouse pricing and to specify the availability of the merchandise according to changes in inventory.

Team TravelNetCon