

Right of Withdrawal Within 14 Days for Distance Selling

The Buyer has the right to withdraw from the Contract, meaning they may return a Product or cancel a Service within 14 calendar days, without providing any reason and without incurring any costs other than delivery charges. According to Government Emergency Ordinance No. 34/2014, the return period for a Product or cancellation of a Service expires 14 days from:

- The day the Buyer takes physical possession of the last Product – if the Buyer orders multiple products in a single order that are delivered separately.
- The day the Buyer takes physical possession of the last Product or the last part – in the case of a product consisting of multiple batches or parts.
- Send the products to the address: Str. Apusului No. 53, Sector 6, Bucharest, without undue delay and, in any case, within a maximum of 14 days from the date you notified us of your withdrawal.

General Return Conditions for Products Sold by CMC Online Mall SRL

The products you return must be in the same condition as you received them. Ensure that the product is not password-protected and that you have deleted any accounts you set up so that the product does not contain any personal information and can be restored to its original software version.

Returns must include intact original labels, the original warranty certificate (if issued by the manufacturer/distributor), and all documents delivered with the product. The product must be accompanied by its accessories and/or any gifts that came with it.

If you purchased multiple identical products and wish to return them all, ensure that only one has been unsealed. The return of the remaining products is accepted only if they are sealed.

Returns will not be accepted for:

- Products that have undergone unauthorized interventions, show signs of wear or excessive use, scratches, chips, impacts, mechanical or electrical shocks, or are missing accessories.
- Products where pre-installed operating systems or other software have been uninstalled.
- Returns containing different products than those listed in the completed return form. If this is discovered during the courier's inspection, the return will be refused.

Product Categories with Special Return Conditions

- **Fashion (clothing, footwear, etc.)** – Must be in the same condition as delivered, unworn, without stains or tears.
- **Screen protectors for phones, tablets, or eBook readers** – Can be returned only if sealed (not opened or used).
- **Personal care products (including cosmetics and maternity items)** – Due to health protection reasons, these products can only be returned if they have not been used, unsealed, or tested.
- **Sanitary consumables (face masks, gloves, disinfectant, etc.)** – Can be returned only if sealed.
- **Mattresses** – Can be returned only if wrapped in plastic and not visibly damaged or torn.

- **Bedding sets, sheets, pillowcases, duvet covers, towels, and bathrobes** – Must be in the same condition as delivered, without signs of use.
- **Jewelry** – Cannot be returned in showrooms. They can only be returned via easybox or courier.
- **Auto insurance and road toll vignettes** – Cannot be returned, except for insurance policies where the recorded details do not match those entered when placing the order.
- **Small appliances** – If unsealed and tested by the customer, they must be cleaned and sanitized for the return to be accepted.
- **Large appliances** – Must be cleaned and sanitized before return.
- **Light bulbs, flashlights, extension cords, sockets, batteries, chargers, and accumulators** – Can be returned only if sealed.
- **In-ear headphones** – Cannot be returned for health protection or hygiene reasons unless they are still sealed.
- **Music & Movies, Office Supplies & Stationery, Software Licenses, PC and Console Games** – Can be returned only if sealed.
- **Resealed products** – Regardless of category, can be returned under the specific conditions applicable to their category.

According to Article 14, Paragraph (3) of Government Emergency Ordinance No. 34/2014, the seller has the right to withhold an amount proportional to the reduction in the product's value, justified and proportional to the returned product's condition.