

General Terms and Conditions – ZAMO SHOP SRL

These General Terms and Conditions apply to all purchases made from ZAMO SHOP SRL through online marketplace platforms, including Allegro.

1. Seller Details

ZAMO SHOP SRL

Str. Cernisoara nr. 96D, Sector 6, Bucuresti 061016, Romania

CUI: RO36905922

Reg. Com: J2017000202402

EUID: ROONRC.J40/202/2017

Email: info@greeno.ro

2. Products

We sell personal care and beauty products, including but not limited to:

- Oral irrigators
- Electric toothbrushes
- Dermapens and related accessories
- Other electronic and non-electronic personal care items

Product descriptions, technical specifications and prices are displayed on the product page of the marketplace.

3. Prices and Payment

- All prices are shown in the currency of the marketplace and include VAT where applicable.
- Any delivery charges are shown separately during checkout.
- Payments are processed securely through the payment systems provided by the marketplace (e.g. Allegro).

4. Order Process and Contract Conclusion

- By placing an order on the marketplace, the customer submits an offer to purchase the selected products.
- The sales contract is concluded when the order is confirmed by the system or by explicit confirmation from the seller.

- The customer is responsible for providing accurate and complete contact and delivery details.

5. Shipping and Delivery

- Orders are processed on business days (Monday–Friday, excluding public holidays).
- Delivery times depend on the destination country and the courier service.
- Once dispatched, the customer may receive a tracking number, if provided by the courier.
- Risk of loss passes to the customer upon delivery by the courier to the address specified in the order.

6. Warranty and Claims

Electronic devices are covered by a **24-month warranty** against manufacturing defects, in accordance with applicable consumer protection laws.

The warranty covers:

- Manufacturing or material defects
- Malfunctions occurring during normal, intended use and in line with instructions

The warranty does **not** cover:

- Damage caused by misuse, negligence, impact, dropping or improper storage
- Damage resulting from failure to follow the user manual
- Repairs, modifications or disassembly performed by unauthorised persons
- Normal wear and tear (e.g. batteries losing capacity, replaceable tips, cosmetic wear)
- Hygiene-related issues, including reuse of single-use cartridges or accessories
- Use of non-compatible accessories or chargers

To submit a warranty claim, the customer must provide:

- Proof of purchase (invoice/receipt/order confirmation)
- Description of the defect
- The product itself (and relevant accessories), if requested

After inspection, we may:

- Repair the product, or
- Replace it with the same or an equivalent model, or
- Refund the purchase price if repair or replacement is not possible

7. Right of Withdrawal and Returns

Consumers have the right to withdraw from the contract within **14 days** from the date of delivery, without giving any reason, in accordance with EU consumer law (unless local law provides a longer period).

- The customer must inform us of their decision to withdraw within the withdrawal period, using the marketplace system or by contacting us directly.
- The product must be returned in original condition, with all accessories and, where reasonably possible, in the original packaging.
- The customer may be responsible for the direct cost of returning the goods, unless otherwise stated.
- We reserve the right to deduct from the refund any loss in value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods.

Refunds will be processed using the same payment method used for the original transaction, unless otherwise agreed.

8. Customer Service

For any questions regarding products, orders, delivery, warranty or returns, customers can contact us at:

info@greeno.ro

We aim to respond within a reasonable timeframe on business days.

9. Liability

To the extent permitted by law:

- We are not liable for indirect, incidental or consequential damages, loss of profits or non-material damage.
- We are not responsible for damages resulting from improper use of the product or ignoring the instructions for use.
- Nothing in these Terms limits the consumer's statutory rights.

10. Governing Law and Dispute Resolution

These Terms and Conditions are governed by the laws of Romania and/or the mandatory consumer protection laws of the country of the buyer. Any disputes will be resolved by the competent courts, without prejudice to the consumer's right to use out-of-court complaint and redress mechanisms provided by the marketplace or consumer authorities.