

Terms and Conditions

INTRODUCTION

Thank you for your interest in our company, our website, and the products we sell through our online store.

Please read this document carefully. This document (hereinafter referred to as the “Document,” the “Agreement,” or the “Terms and Conditions”) outlines the conditions for using the website <https://qudo.ro> (hereinafter referred to as the “Site”) and the conditions for placing product orders through the Site, including delivery and return policies. By browsing our website or placing an order, you agree to the Terms and Conditions described below. This document represents a legal agreement—a contract—between you and us. Please also read our **Privacy Policy** and **Cookie Policy** before browsing the site or placing an order. If you do not agree with these Terms or the policies mentioned above, please do not use the website.

THIS AGREEMENT. LEGAL NATURE. CONTACT

Binding Effect

You understand that both this Agreement and all policies it refers to (e.g., Privacy Policy, Cookie Policy) are legally binding on you. By browsing our website or placing an order, you commit to comply with this Agreement and the mentioned policies.

Changes and Updates

We reserve the right to modify these Terms at any time without prior notice. Your order will be subject to the terms in force at the time the order is placed. You will always find the latest version of the Terms on our website.

We cannot guarantee that any product previously listed on the site will be available at any given time. We reserve the right to discontinue any product at any time.

Contact

If you have any questions or concerns, you can confidently contact us at **info@qudo.ro** or by using the contact form, and we will respond as soon as possible.

WHO WE ARE

The website <https://qudo.ro> is owned by **Qudo Korean Beauty Care SRL**, a Romanian company headquartered in Piatra Neamț, Strada Orhei no. 9, registered with the Trade Register under no. J27/712/2024, VAT code RO50381912, e-mail: **info@qudo.ro**.

The company’s main objective is the online sale of cosmetic products.

YOUR PERSONAL DATA

The Site processes personal data provided by you or collected from other sources, as detailed in our **Privacy Policy**.

We are committed to complying with national and European regulations regarding the protection and free movement of personal data.

By visiting and/or using the site, placing orders, or interacting with us through any means or remote communication method, you agree to the processing of your personal data as described in our Privacy Policy.

You also declare that all personal data and information you provide to us is accurate. If the data does not belong to you, you declare that you have obtained the prior written consent of the person whose data you provide, or that you are submitting the data under another legal basis in accordance with Regulation (EU) 679/2016.

We may collect information via cookies or similar technologies, such as your IP address, browser details, or device used. For more information, we recommend reviewing our **Cookie Policy**.

Qudo Korean Beauty Care SRL reserves the right to verify the accuracy of the information provided when you place an order, by any means (phone, email, correspondence to the provided address).

ELIGIBILITY

To legally place an order on our website you must:

- (1) Be over 18 years old and/or have full legal capacity;
- (2) Agree to these Terms and Conditions;
- (3) Provide real, complete, and up-to-date identification and contact information.

Sales to minors

We do not sell products to minors. If you are under 18, please ask a parent or guardian to place the order on your behalf or authorize the order.

SITE USAGE RULES

Rules:

By accessing, visiting, placing an order, or performing any other activity on our site, you agree to the following rules:

- You will use this site exclusively for legitimate orders or for informational purposes;
- You will not place any false or fraudulent orders. If we suspect such behavior, we reserve the right to cancel the order and notify the authorities or take legal action;
- You will provide true, accurate, complete, and updated information;
- You will respect intellectual property rights for all content on this site;
- You will not perform any actions that could harm the site. If such actions occur, we reserve the right to take legal action for damages.

Consequences:

We reserve the right to block access to any user who violates these rules, cancel orders, report to the

authorities, and seek legal recovery of any damages, including loss of profit and legal fees (including attorney fees).

CONTRACT FORMATION

Moment of conclusion

The contract between you and us is formed at the time you place the order on the website.

Protection

If an order cannot be accepted (e.g., out of stock, missing contact/delivery info) and you chose card payment, the paid amount will be refunded within 3 working days.

Our decision

We reserve the right to refuse, at our sole discretion and without explanation, to enter into a sales contract. We are not liable to you for refusing an order. Ownership of products is transferred to you only after full payment of all amounts, including shipping fees.

PRODUCT AVAILABILITY

We cannot guarantee that the products listed at a given time will always be available. We are not liable if a product becomes unavailable. Although we strive to update stock status in real time, this may not always be accurate. All orders depend on stock availability.

Guarantees

If you ordered an unavailable product, we will inform you and offer similar alternatives of equal or close value. If you decline the suggested alternatives, we will cancel the order and refund your money within 3 working days.

PRODUCT PRICES. PAYMENT. DELIVERY

Prices are displayed in RON and include VAT. If a pricing error is discovered, we will notify you promptly and either refund the extra amount you paid or request additional payment. If the corrected price is not acceptable or we cannot reach you, we will cancel the order and refund the amount within 3 working days.

Prices can be updated at any time. The applicable price is the one in effect at the time of the actual order.

Payment methods:

- Cash on delivery
- Online card payment

If you choose online card payment, processing is done securely through Stripe Inc. We do not store your card data.

If the payment fails due to reasons beyond our control (e.g., insufficient funds, expired card), the contract is not concluded, and we are not obligated to deliver the products. You may try another payment method.

Shipping fees are not included in the product price, except for specific promotions stated on the site. For delivery terms, see our **Shipping Policy**.

No deliveries are made on Saturdays or Sundays. Delivery times may be extended during busy periods (e.g., holidays, Black Friday). Delays are due to third parties, and you agree not to hold us liable in such cases.

FORCE MAJEURE & UNFORESEEN CIRCUMSTANCES

We are not liable for delays or failures in service caused by force majeure or unforeseen events. This includes, but is not limited to: legal changes, embargoes, wars, terrorism, riots, fires, earthquakes, floods, strikes, pandemics, hacker attacks, or internet service outages.

RIGHT OF WITHDRAWAL

According to GEO 34/2014, if you are a consumer (natural person), you have the right to withdraw from the contract without reason within 14 days from the day you or a third party (other than the courier) took physical possession of the products. See our **Return Policy** for details.

INTELLECTUAL PROPERTY

All website content is the intellectual property of Qudo Korean Beauty Care SRL. The site may only be used by third parties for browsing and placing orders.

Users may not download, modify, reproduce, copy, distribute, or otherwise exploit the site or its content in any way that contradicts our interests.

All content (including databases, graphics, trademarks, legal content) is protected by Romanian copyright law (Law no. 8/1996). Any infringement may lead to legal action for full damage recovery and criminal prosecution.

PRODUCT REVIEWS

All reviews on this site are real, collected by email invitation from customers. By placing an order, you agree to receive an invitation to review the products purchased.

FINAL PROVISIONS

These Terms represent the full agreement between you and us, replacing any prior verbal or written agreements.

This contract is binding. You may not assign or transfer it without our prior written consent. We may freely assign or subcontract our obligations.

Romanian law applies to these Terms and any use of the website. Any dispute shall be resolved by the competent Romanian courts.