



## BestCommerce BCV e.U.

Stanislausgasse 12/4

1030 Wien

Austria

Email: [office.all@bestcommerce.at](mailto:office.all@bestcommerce.at)

Website: [bestcommerce.at](http://bestcommerce.at)

Company registration number: FN 514299 y

VAT-UID: ATU74205228

Vienna Commercial Court

### 1. General information

All our offers on Allegro are subject to change, non-binding and only available while stocks last. The contract is only valid upon dispatch of the goods. We deliver our goods exclusively to customers in Europe.

*We reserve the right to deliver other goods of the same or higher value under the same order conditions instead of the ordered goods.*

### 2. Terms of withdrawal

Customers have the right to cancel the purchase contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day on which the customer or a third party named by the customer, who is not the carrier, has taken possession of the goods. In order to exercise the right of cancellation, the customer must inform us of the decision to cancel this purchase contract by means of a clear declaration using the application form provided by Allegro. If the customer makes use of this option, a confirmation of receipt of such a cancellation shall be sent to the customer without delay. In order to comply with the cancellation period, it is sufficient for the consumer to send the notification of the exercise of the right of cancellation before the expiry of the cancellation period.

If the customer makes use of this option, a confirmation of receipt of such a cancellation will be sent to him without delay.

#### Consequences of withdrawal:

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract.

For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you. Under no circumstances will you be charged any fees for this refund. You should return or hand over the goods to us immediately and in any case within fourteen days at the latest from the day on which you inform us of the cancellation of this contract. The deadline is met if you dispatch the goods before the period of fourteen days has expired. You shall bear the direct costs of returning the goods. You only have to pay for a current loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for checking their condition, properties and functionality.

### **3. Shipment**

Orders are processed within 1 - 2 working days (Mon-Fri, not on public holidays in Austria).

The delivery time within the EU is expected to be 3 - 10 working days, so that a total delivery time of 3 - 12 working days (Mon-Fri, not on public holidays) can be expected.

If the last day of the delivery period falls on a Saturday, Sunday or a public holiday recognised at the place of receipt, this day will be replaced by the next working day.

Supplement:

*Please note that manufacturers regularly change the appearance of their packaging and that there may be delays in updating the product images on the marketplace site. Therefore, the delivered goods may differ visually from the product image on the marketplace site, but the quality and functionality of the goods remain unchanged. We only dispatch original products in the latest packaging. You can view the current packaging on the manufacturer's website.*

### **4. Warranty, liability, guarantee**

If the merchant sends the goods, the risk of loss or damage to the goods shall not pass to the consumer until the goods have been delivered to the consumer or to a third party other than the carrier designated by the consumer.

Any defects occurring must be notified as soon as possible upon delivery or after they become apparent, whereby failure by a consumer to notify the carrier upon delivery or after they become apparent shall have no effect on the consumer's warranty claims. If the customer is not a consumer, he must inspect the goods no later than 2 weeks after receipt and notify us immediately if a defect is found.

We shall only be liable for the value of the goods.

### **5. Data protection**

The protection of your privacy is very important to us.

We use the customer data provided exclusively for the fulfilment of the contract and strictly in accordance with the statutory provisions. For this purpose, your data will be passed on to other companies, e.g. the post office, if necessary. These companies may only use the customer data for order processing and not for any other purposes and are contractually obliged to comply with the statutory data protection regulations.

However, in the event of a legal regulation, an official order or an official investigation, we are legally obliged to make the respective data available to the authorities.

Your data will be stored for a maximum of three years after the last contact with us.