

A. Terms and Conditions

1. Definitions

“Seller” / “we” / “us” – AdoraShop Marketing Online SRL.

“Customer” / “you” – any natural person (consumer) or legal entity purchasing products.

“Platform” – Allegro marketplace and our website adorashop.ro.

“Contract” – the distance contract concluded when we confirm your order.

2. Scope

These Terms govern the sale of fashion products (apparel and accessories) offered by the Seller through the Platform. By placing an order, you agree to these Terms.

3. Products, Prices, and Availability

Product images are for presentation; minor color/texture variations may occur due to lighting or device settings.

Prices are shown in PLN and include VAT.

Availability is limited to stock. We reserve the right to update prices and stock without prior notice; the price at checkout/confirmation applies to your order.

4. Ordering and Contract Formation

Orders are placed via the Platform. We may contact you to validate availability, price, and delivery details.

The Contract is concluded when you receive our explicit Order Confirmation.

We may refuse/cancel an order (e.g., incorrect data, suspected fraud/abuse, stock issues).

Any amounts paid will be refunded where applicable.

5. Payment

Accepted methods: online card payment, online gateways (e.g., PayU/LibraPay), bank transfer, and cash on delivery (where available).

All invoices are issued by AdoraShop Marketing Online SRL in PLN.

6. Delivery

Delivery via courier partners (e.g., Fan Courier, GLS, DPD, InPost); delivery options and fees appear at checkout.

Estimated delivery times are indicative and not guaranteed; delays may occur due to courier operations or peak seasons.

Free shipping thresholds, if any, are displayed on the Platform. If an order benefiting from free shipping is returned in full or largely, initial shipping costs may be deducted where legally permitted and if disclosed in the Return Policy.

7. Right of Withdrawal (Consumers)

Consumers have the right to withdraw from the Contract within 14 calendar days without giving any reason, starting from the day you (or a third party indicated by you) take physical possession of the goods.

To exercise the right, inform us at sales@adorashop.ro with a clear statement (email is sufficient). You can optionally use the model form in Annex 1.

You must return the goods without undue delay and no later than 14 days from notifying us.

You bear the direct cost of returning the goods (unless otherwise stated).

We will refund all payments received from you, including delivery costs (up to the cost of the least expensive standard delivery offered), within 14 days from receiving the returned goods or proof of return.

Condition of goods: please return items unused, in original packaging with all tags/labels intact. We may deduct for diminished value resulting from handling other than necessary to establish the nature, characteristics, and functioning of the goods.

Exceptions: the right of withdrawal does not apply to custom-made or clearly personalized items, sealed items not suitable for return due to health or hygiene reasons once unsealed, or other exceptions under Directive 2011/83/EU.

8. Exchanges

Where stock allows, we can exchange sizes or colors. Otherwise, a refund will be issued per Section 7.

9. Non-conformity and Warranty

If an item is defective or not as described, notify us within 24 hours for visible transport damage and without undue delay for latent defects at sales@adorashop.ro, attaching order details and photos.

Remedies follow EU consumer rules: repair, replacement, price reduction, or refund, considering proportionality and feasibility.

10. Vouchers and Promotions

Only one voucher per order.

A voucher discount cannot exceed 50% of the order value (e.g., 50 PLN voucher requires a minimum 100 PLN order).

Promotional terms on the Platform prevail for the campaign period.

11. Account Use (if applicable)

One account per customer. Sharing accounts is prohibited. We may restrict or suspend accounts for abuse or breach of these Terms.

12. Liability

We are not liable for indirect or consequential losses not reasonably foreseeable at the time of contract conclusion.

We do not warrant uninterrupted Platform availability. Links to third-party sites are provided "as is"; we are not responsible for their content.

13. Force Majeure

Neither party is liable for failure to perform due to events beyond reasonable control (force majeure). If the event lasts more than 15 days, either party may terminate the Contract with notice.

14. Complaints and Dispute Resolution

Contact us first at sales@adorashop.ro; we aim to resolve amicably.

Consumers may also use the EU ODR platform for online dispute resolution.

Jurisdiction: Romanian courts, without prejudice to mandatory consumer protections in your country.

B. Privacy Policy (GDPR)

1. Data Controller

AdoraShop Marketing Online SRL, Calea Moșilor nr. 88, scara F, ap. F1, Sector 3, București, Romania

Email: sales@adorashop.ro

We may appoint processors (IT hosting, payment, courier, marketing) under Art. 28 GDPR.

2. Categories of Personal Data

Identification & contact: name, billing/shipping address, email, phone.

Order data: products, amounts, invoices, payment and delivery details.

Account data (if applicable): login email, preferences, history.

Communication data: messages to support, newsletter preferences.

Technical data: cookies, device identifiers, IP, logs (see Cookies section).

3. Purposes and Legal Bases

Order processing, delivery, invoicing – Art. 6(1)(b) GDPR (contract).

Customer support & complaints – Art. 6(1)(b) and (f) (legitimate interests).

Legal/accounting obligations – Art. 6(1)(c).

Marketing/newsletters – Art. 6(1)(a) (consent).

Fraud prevention, platform security – Art. 6(1)(f).

4. Recipients (Data Sharing)

Couriers / logistics (to deliver your order).

Payment providers (e.g., PayU/LibraPay, acquiring banks).

IT/hosting and platform providers (including Allegro as marketplace provider).

Accounting and legal advisors where required by law.

We do not sell your personal data.

5. Retention

Accounting records: 5–10 years (per applicable law).

Order and customer service data: up to 5 years from the last interaction.

Marketing data: until you withdraw consent or after 24 months of inactivity, whichever occurs first.

6. Your Rights

You have the right to access, rectify, erase, restrict, object (including to direct marketing), and data portability, as well as the right not to be subject to a decision based solely on automated processing, where applicable.

To exercise, contact: sales@adorashop.ro. We respond within one month (extendable by two months for complex requests).

7. Cookies and Similar Technologies

We use cookies to run the site, remember preferences, analyze performance, and support marketing. You can manage cookies in your browser or via the site's consent banner. Essential cookies are necessary for the site to function.

8. Complaints

You may lodge a complaint with the Romanian Data Protection Authority (ANSPDCP) or your local EU authority.

9. Data Security

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, alteration, disclosure, or destruction.

10. Updates

We may update this Policy from time to time. The latest version is posted on our site and applies from its effective date.