Terms and Conditions – hartienislamki.com

This is a translation provided for convenience. The contract is concluded in Bulgarian, and in case of any discrepancy the Bulgarian version prevails.

1. General provisions and seller details

1.1. These terms and conditions govern the relationship between the seller and the customers of the online shop hartienislamki.com (the "Shop") when ordering and buying goods.

1.2. Seller details:

Company name	BGEco Products 7779 Ltd. („БГЕко Продукти 7779“ ЕООД)
Company ID (EIK)	205781188
VAT number	BG205781188
Registered office	18 Zahari Stoyanov Str., Haskovo, Bulgaria
Address for returns	Speedy office "Sklad 2", Varna (to be collected, addressed to BGEco Products 7779 Ltd.)
Email	sales@hartienislamki.com
Phone	+359 886 687 773

1.3. Supervisory authorities: Consumer Protection Commission (CPC), Sofia, kzp.bg; Commission for Personal Data Protection (CPDP), Sofia, cpdp.bg.

1.4. A **consumer** is any natural person buying goods for purposes outside their trade or profession. A **business customer** is anyone buying for the needs of their business (e.g. a venue, company or catering). Rights that apply only to consumers are marked explicitly.

1.5. The Shop accepts orders for delivery within the Republic of Bulgaria only. For delivery abroad, please write to sales@hartienislamki.com.

2. Ordering and conclusion of the contract

2.1. Orders are placed without registration. The customer adds products to the cart, enters delivery and invoice details and confirms that they have read and accept these terms and conditions.

2.2. Before confirming, the customer sees an order summary: products, quantities, prices, delivery cost and total. Until the final button is pressed, the customer can correct the details and the contents of the cart.

2.3. By pressing the "Order with obligation to pay" button, the customer makes a binding offer to buy.

2.4. The contract is concluded when the seller sends the customer an order confirmation email. The email contains the order details, a link to these terms and conditions and a link to the withdrawal function (Section 5).

2.5. The seller may refuse to fulfil an order if the goods are unavailable or the delivery details are incomplete. In that case the seller informs the customer without delay and refunds all amounts paid.

2.6. The contract is concluded in Bulgarian. The seller stores the order data, and the customer receives a copy with the confirmation email.

3. Prices and payment

3.1. All prices in the Shop are in euro (EUR) and include VAT. The delivery cost is shown separately in the cart before the order is confirmed.

3.2. The price shown at the time of ordering applies. Later price changes do not affect orders already placed.

3.3. The available payment methods are shown at checkout before the order is confirmed. At present, payment is made **cash on delivery** – in cash or by another method accepted by the courier, when the parcel is received.

3.4. **Cash on delivery is made as a postal money transfer** through Speedy JSC, a licensed postal operator. The document issued by Speedy upon payment serves as the fiscal receipt both for the value of the goods and for the courier service. The seller does not issue a separate receipt for cash-on-delivery payments.

3.5. On request, the seller issues an invoice. Customers who need a company invoice enter the company details when ordering.

4. Delivery

4.1. Delivery is made by the courier company Speedy to an address, office or parcel locker chosen by the customer.

4.2. Orders are dispatched within 1–3 working days after confirmation. The usual courier delivery time is 1–2 working days. Unless agreed otherwise, delivery is made no later than 30 days after the contract is concluded.

4.3. The delivery cost is calculated and shown in the cart before the order is confirmed and is paid by the customer, unless free delivery is announced in the Shop.

4.4. The risk of loss of or damage to the goods passes to the consumer when they, or a person designated by them (other than the courier), receive the goods.

4.5. We recommend inspecting the parcel on receipt. In case of visible damage, draw up a report with the courier and notify us at sales@hartienislamki.com. This does not limit the rights under Sections 5 and 9.

4.6. If the customer does not collect the parcel and it is returned to the seller, the seller may claim the costs of delivery and return.

5. Right of withdrawal and withdrawal function

5.1. The consumer has the right to withdraw from the contract within **14 days**, without giving any reason and without owing compensation or penalties, except for the costs under points 7.3 and 7.6.

5.2. The period runs from the day on which the consumer, or a person designated by them (other than the courier), receives the goods. If an order is delivered in several parcels, the period runs from receipt of the last one. The consumer may also withdraw before receiving the goods.

5.3. The deadline is met if the consumer sends the withdrawal statement before it expires.

5.4. **Withdrawal function.** The easiest way to withdraw is the **"Withdraw from contract here"** button. It is available:

- at the bottom (footer) of every page of the Shop;
- as a link in the order confirmation and fulfilment emails.

5.5. The button leads to an online withdrawal form, available without registration. The consumer enters:

- name;
- order number;
- email address for the confirmation;
- the goods they are withdrawing from (if withdrawing from part of the order only);
- optionally: phone number and IBAN for the refund (may also be provided later).

After filling in the form, the consumer confirms the withdrawal with a separate **"Confirm withdrawal"** button. The function is available throughout the withdrawal period.

5.6. The seller sends the consumer, without undue delay, an email acknowledging receipt of the withdrawal, with its content and the date and time of submission.

5.7. **Other ways to withdraw.** The consumer may also withdraw by writing to sales@hartienislamki.com or to the address under point 1.2, using the model form in Annex 1 or any other unambiguous statement. Use of the form is not mandatory.

5.8. The burden of proving withdrawal lies with the consumer. Where the withdrawal function is used, the email under point 5.6 serves as proof.

6. Exceptions to the right of withdrawal

6.1. Under Art. 57 of the Bulgarian Consumer Protection Act, the consumer has no right of withdrawal for:

- **personalised goods** – straws or packaging with a logo, print, colour or size made to the customer's specification;
- **sealed goods which are not suitable for return for health protection or hygiene reasons, if unsealed after delivery.** Each straw is individually wrapped in heat-sealed film. Straws are meant to be put in the mouth and cannot be cleaned or disinfected. Therefore a straw with an opened or torn wrapper cannot be returned. Straws with an intact wrapper can be returned, even if the box has been opened.

6.2. For personalised orders, the customer explicitly confirms before ordering that they are aware there is no right of withdrawal.

6.3. Unopened goods in their intact original packaging may be returned under the general rules of Section 5. The exceptions do not affect the rights in case of lack of conformity (Section 9).

6.4. If the wrapper was already damaged on receipt (for example in transit), this is a lack of conformity and is handled under Section 9, not as a withdrawal.

7. Return of goods and refunds

7.1. The consumer returns the goods without undue delay and no later than **14 days** after sending the withdrawal. The deadline is met if the goods are sent before it expires.

7.2. Goods are returned to: Speedy office “Sklad 2”, Varna, to be collected, addressed to BGEco Products 7779 Ltd. Please do not return parcels cash on delivery.

7.3. **The direct cost of returning the goods is borne by the consumer.**

7.4. The seller refunds all amounts received, including the cost of standard delivery when the whole order is withdrawn, no later than **14 days** from receiving the withdrawal. The seller may withhold the refund until it has received the goods or until the consumer has supplied proof of having sent them back, whichever is earlier.

7.5. Where the order was paid cash on delivery, the amount is refunded by bank transfer to the account (IBAN) given by the consumer. Card payments are refunded to the same card. The consumer pays no fees for the refund.

7.6. The consumer is liable only for any diminished value of the goods resulting from handling beyond what is necessary to establish their nature, characteristics and functioning.

8. Samples and business customers

8.1. **Samples.** Samples are free – the customer pays only the courier delivery cost. Samples are not returned. When withdrawing from an order containing only samples, the consumer is refunded the delivery cost paid, under Section 7.

8.2. **Business customers.** The right of withdrawal under Section 5 and the consumer-only rights under Section 9 do not apply to business customers. An order invoiced to a legal entity or sole trader is treated as a business order.

8.3. For business orders, returns and replacements are possible by agreement with the seller. In case of defective or wrongly sent goods, the business customer notifies the seller within 7 days of receipt.

9. Legal guarantee and complaints

9.1. The seller is liable for any lack of conformity of the goods with the contract that becomes apparent within **2 years** of delivery, under the Bulgarian Act on the Supply of Digital Content and Digital Services and the Sale of Goods. A lack of conformity that becomes apparent within the first year is presumed to have existed at the time of delivery, unless the seller proves otherwise.

9.2. In case of lack of conformity, the consumer is entitled to have the goods replaced free of charge. If this is impossible or is not done within a reasonable time, the consumer may request a price reduction or terminate the contract.

9.3. Complaints are sent to sales@hartienislamki.com or to the address under point 1.2. They should state the order number, a description of the problem and the remedy requested. Photos help the review but are not mandatory.

9.4. The seller records the complaint in a register, acknowledges its receipt and informs the consumer of its decision without undue delay. The cost of returning non-conforming goods is borne by the seller.

9.5. **Storage and durability.** Paper products keep their properties when stored in a dry, ventilated place, away from moisture, direct sunlight and heat sources, in their original packaging. We recommend using the goods within 6 months of delivery.

9.6. The following are not a lack of conformity and the seller is not liable for them: damage caused by improper storage (moisture, getting wet, deformation from pressure or heat); normal changes in the goods after the recommended period under point 9.5 has expired; use other than for the intended purpose.

10. Personal data, disputes and amendments

10.1. The seller processes customers' personal data to fulfil orders and comply with legal obligations, in accordance with Regulation (EU) 2016/679. Details are set out in the Privacy Policy published in the Shop. Delivery data is shared with the courier only to the extent needed for delivery.

10.2. Disputes are first resolved by negotiation. The consumer may file a complaint with the CPC or apply to the General Conciliation Commission at the CPC for alternative dispute resolution (kzp.bg). If no agreement is reached, the dispute is settled by the competent Bulgarian court.

10.3. The seller may amend these terms and conditions. Each order is governed by the terms published at the time it is placed.

10.4. Matters not covered here are governed by Bulgarian law. These terms and conditions are effective from 1 October 2026.

Annex 1. Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract and are not using the "Withdraw from contract here" button)

To: BGEco Products 7779 Ltd., 18 Zahari Stoyanov St., Haskovo, Bulgaria, sales@hartienislamki.com

I/We* hereby give notice that I/We* withdraw from my/our* contract for the purchase of the following goods:

- Goods: _____
- Order number: _____
- Ordered on / received on*: _____
- Name of consumer(s): _____
- Address of consumer(s): _____
- IBAN for the refund: _____
- Signature (only if this form is on paper): _____
- Date: _____

* Delete as appropriate.