

## § 1 Scope

For the business relationship between the customer of goranchemical.com Shop (company Goran Chemical Consulting Ltd - referred to hereinafter as goranchemical.com) apply only these terms and conditions at the time of the order. This version is sent to the customer together with the goods.

## § 2 Offers

Offers in goranchemical.com shop are subject to change. With the update of Internet Product range all previous offers become invalid. Distribution of leather cleaners and room odorizers/aromas are from United Kingdom Company and its subsidiaries

## § 3 Conclusion of the contract

(1) The contract between the customer and goranchemical.com comes only after customer places an order and its acceptance by goranchemical.com . The order is made online by filling out and submitting the order form provided by goranchemical.com and goranchemical.com accepts the order and executes the delivery of the goods ordered.

(2) The products can not be ordered anonymous and will not be delivered to persons under 18 years of age.

(3) goranchemical.com reserves the right not to provide the promised products in case of unavailability of the products. In this case goranchemical.com inform the customer immediately about the unavailability and if payments already made, immediate refund will be issued or after consultation with the client we will deliver another product of equal value or deliver not currently available items at a later date.

## § 4 Prices

The prices at the time of order placement will be applied as indicated in web shop. All prices include VAT.

## § 5 Delivery

(1) Deliveries are made worldwide.

(2) The delivery takes place via the mail or parcel services in a proper packaging. The correct specification of the delivery address is the responsibility of the customer. In case of undeliverable address provided goranchemical.com reserves the right to make the resulting damage claims.

(3) For the damages resulted in mishandling of the packages during the transport and delivery by post office goranchemical.com will not be held responsible for that.

(4) Partial deliveries are permitted. goranchemical.com reserves the right to deliver large quantities in smaller packaging format. The postal fee is charged in each case only once.

(6) Ordering products outside the EU is limited to a weight of 2 kg and to an amount of 180 ml per package. If you want to order more than 2 kg of chemical products or 180 ml of liquid chemical outside the EU, then you get full rebate but we need to split your order into multiple packets, which must be paid extra. In this case you will be informed by us within 48 hours of order by email or phone. For larger orders we will be applying DG IATA regulations and proper packaging for air shipping.

(7) Deliveries of these products in the United States is limited to a maximum weight of. 2kg or 90 ml of chemical fluid. All products are sent from Europe.

(8) Calculation for delivery to the delivery address of the customer in addition to the purchase price is done by goranchemical.com - this includes VAT. The postage (postage and registration fee) is EURO 7.90 for deliveries within Europe and 14.90 for delivery Worldwide

(9) Delivery timeframe are not binding, unless in a written order confirmation otherwise provided. Goranchemical.com strives to deliver the ordered goods within Europe within 5 working days to the customer. For deliveries abroad, further delays may arise that are outside the responsibility of goranchemical.com.

(10) the delivery time begins after the confirmation of order. The delivery time is met if the goods are on stock. In case of problems due to force majeure or some problems in stocking, the delivery period shall be extended by that period.

#### § 6 Right of the customer to return the products

(1) The customer has the right to return the goods within two weeks after receipt without giving any reasons to goranchemical.com. The return request must be in writing sent to this address:

Goran Chemical Consulting Ltd

40 Gracechurch Iplan

London

United Kingdom

EC3V0BT

The customer shall bear costs (registered mail) and risk of returning.

(1) Leather cleaner bottles can be returned only in original packaging with undamaged original seal.

(2) Goranchemical.com will refund the customer already made payment less any expenses.

## § 7 Payment

(1) By submitting the order, the purchase price will be due. The purchase price consists of the purchase price less any rebates and the postal fee and the fees,

(2) Payment shall be made either:

(2a) by credit card (Eurocard, VISA, MasterCard)

(2b) by cash on delivery

(2c) advance to the account:

For all orders

GBP (British Pound) Account:

Goran Chemical Consulting Ltd

Natwest Bank

Liverpool Street Station Branch

PO Box 282 216 Bihopsgate London

EC2M4JH

sort code 503020

account number 26523841

For all valid orders placed: bank charges - especially foreign bank charges - bears entirely the customer.

(1) In case of partial deliveries can goranchemical.com require a pro-rata payment in accordance with previous delivery.

(2) If the customer defaults on payment, goranchemical.com charges an interest at the rate of 18%.

## § 8 Damages

Goranchemical.com is liable only for typical damages.

## § 9 Warranty

(1) The warranty period is one year after receipt of the goods. Goranchemical.com makes only warranties for defects that existed at the time of packaging and delivery. Small commercial and technically unavoidable defects in quality are not covered by the warranty

(2) A defect in the goods quality shall be notified in writing. Obvious defects must be notified within two weeks of receipt of goods. The notice period is preserved by sending the notice of defects. Recipient of the defects and defective goods is

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London

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(3) In case of defects goranchemical.com first choice is to remedy the defect (repair) or substitute delivery.

(4) The cost of returning the goods to the customer. This will be refunded by goranchemical.com with legitimate complaints.

(5) goranchemical.com will pay the damages only if the damage was caused by intent or gross negligence, or if a breach of essential contractual obligations has occurred.

(6) If breached a contractual obligation, liability of goranchemical.com is limited to the typical, foreseeable damage.

#### § 10 Retention of Title

(1) The delivered goods are the property of goranchemical.com until full payment of the delivered goods is received.

(2) The assertion of property rights and the seizure of the delivered goods shall not constitute withdrawal from the contract unless it is expressly declared by goranchemical.com

#### § 11 Privacy Policy

Data is securely stored during order processing. All personal data is handled confidentially. Disclosure to third parties may occur only after the prior written consent of the customer.

#### § 12 Miscellaneous

(1) The legal relationship of the parties is subject to UK law.

(2) The court of jurisdiction is London

(3) Any invalidity of any provision of these Terms shall not affect the validity of the remaining provisions of the Terms of Use. Invalid provisions shall be replaced by one that most closely the intended economic meaning of the invalid provision.

#### § 13 Providers Information

Your contractor, operator and contact for this shop is [goranchemical.com](http://goranchemical.com)

Goran Chemical Consulting Ltd

40 Gracechurch St Iplan

London

United Kingdom

EC3V0BT

#### Support

Telephone: +44 7752 838873 (Mon-Fri 9:00 - 16:00 clock)

Email: [help@goranchemical.com](mailto:help@goranchemical.com)

#### Privacy Policy

##### § 1 About This Policy

This privacy policy discloses the privacy practices for [www.goranchemical.com](http://www.goranchemical.com). This privacy policy applies solely to information collected by this web site. It will notify you of the following:

- (1) What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.
- (2) What choices are available to you regarding the use of your data.
- (3) The security procedures in place to protect the misuse of your information.
- (4) How you can correct any inaccuracies in the information.

## § 2 Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

## § 3 Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

## § 4 Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

#### § 5 Updates

Our Privacy Policy may change from time to time and all updates will be posted on this page.