



Splošni pogoji poslovanja podjetja Knez d.o.o.

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## 1. About us

The company Knez d.o.o., in addition to all its basic activities, offers you various information, an online store and a mobile application via the website [knez.si](http://knez.si).

Knez d.o.o.

Spodnja Brežnica 14,

2319 Poles

Slovenia

Registration number: 1934864000

Tax number: SI 31901468

The company is registered in the Maribor District Court register

## 2. Contact

If you need general information or assistance about the online offer, use of the website, online orders, online delivery or returns, you can contact our staff.

Monday - Friday: from 8:00 a.m. to 4:00 p.m

Phone: +386 2 8290400

E-mail: [info@knez.si](mailto:info@knez.si)

Location: Čadramska vas 30, Čadramska vas, 2319 Poljčane

## 3. Security of purchase

The online store <https://knez.si/b2b/> is protected by a domain certificate that uses the SSL (Secure Sockets Layer) cryptographic protocol, which enables secure communication on the Internet or safe purchase.

## 4. Protection of personal data

Personal data obtained through the website will be fully stored, protected and processed by the company Knez d.o.o. Personal data is adequately protected against loss, destruction, falsification, unauthorized access or discovery by third parties. The website operator will handle all obtained data in accordance with the Personal Data Protection Act.

## 5. Copyright

Knez d.o.o. is the holder of all material and moral copyrights over copyrighted content in the broadest sense (contents, texts, photographs, sketches, graphic elements, maps and plans, audio-video recordings, music, computer programs and other content) published on websites. Content owners can also be company partners or contractual collaborators or such content is marked with an appropriate

reference to the source and author. In addition to own sources, it is possible to use purchased material on multimedia websites (eg: [www.depositphotos.com](http://www.depositphotos.com), [www.shutterstock.com](http://www.shutterstock.com), [www.pixabay.com](http://www.pixabay.com)...).

Content published by the company is allowed to be viewed. In accordance with the legislation governing copyright and other related rights and intellectual property, copyrighted works are protected from their creation and do not need to be marked separately. Any copying, rewriting, modification, reproduction, public display and broadcast, dissemination for commercial purposes and other forms of use of the author's work, as well as the use of data or contents.

In case of any permitted use of content published by the company, all copyright and industrial property rights notices and other notices and warnings must be preserved. The owner of the signs and brands that appear on the websites is a company or a third party. Any use of these marks is expressly prohibited without the appropriate prior written consent of the rights holder. All signs, including signs that are not registered as trademarks, are protected under the rules of copyright law.

#### ○ Online store <https://knez.si/b2b/>

Knez d.o.o. In addition to all our basic activities, we offer you various information and an online store via the website [knez.si](http://knez.si).

#### ○ Prices

The prices displayed at the web address <https://knez.si/b2b/> may change without prior notice.

- They are valid in case of execution of the order via the website <https://knez.si/>.
- Excludes tax unless otherwise noted.
- They are valid at the moment the order is placed.

#### ○ Purchase

To purchase, select any product and click on the "Add to cart" button. In the upper right corner, there is a basket, where the quantity and total amount of the ordered products are displayed. To manage products (add, remove, delete, update quantity) click on the "CART" link. Eg: To remove a product, click to the left of the image on (x). If you want to change the amount, you can easily enter it in the field or increase or reduce by clicking on the up and down arrows located on the right side of the field. The shopping cart works dynamically, which means that it is not necessary to trigger additional actions (eg: click on a button) to refresh the data.

When you have finished shopping, click on "BASKET" at the top right and then the button or "Checkout" link.

The online store then guides you step-by-step through the completion of orders and, if desired, immediate payment. Steps:

1. Basket: by clicking the CHECKOUT button, you move to the second step, and by clicking CONTINUE SHOPPING, you continue shopping in the online store.
2. Delivery address: login or registration and entering or changing the delivery address. To continue the purchase, click on the CONTINUE PURCHASE button, to go to step 3 on the DELIVERY AND PAYMENT button. If you are not registered or logged in, follow the instructions in chapter 5.4 REGISTRATION OR USER LOGIN 3. Delivery and payment: You choose the method of delivery and payment. To continue the purchase, click on the CONTINUE PURCHASE button, to go to step 4 on the COMPLETE ORDER button. See chapters 5.6 PAYMENT and 5.7 DELIVERY.
3. Completion of the order: the entire order with all the necessary information is shown in preview. By clicking on the DELIVERY AND PAYMENT button, you return to step 3, by clicking on the CONFIRM ORDER button, you confirm the order.
  1. In the event that you have chosen payment by proforma invoice, a document in pdf visualization format will be sent to your e-mail address, in which the order and proforma invoice are located separately.
  2. If you chose one of the options for payment online or of immediate payment (PayPal, payment cards, Valu...), an advance invoice is added to the document instead of a proforma invoice.

#### ○ Registration or user login

To place an order, registration is required or user login. When registering in the online store, the visitor obtains a unique username, which is the same as his e-mail address, and a password. Only this is forwarded to the entered email address at the time of first registration to authenticate the user (that the user is really the user he/she pretends to be). The first control of user authentication or security test is with the invisible Google reCAPTCHA system (Completely Automated Public Turing test to tell Computers and Humans Apart, or in translation, a completely automated Turing test that distinguishes between computers and humans).

The advantages of registration are as follows:

- Monitoring of the placed order
- Review of past purchases
- Editing your data

#### ○ Vnos podatkov

Čeprav smo storili vse, kar je v naši moči, da bi vnesli vse potrebne podatke z največjo možno natančnostjo in skrbnostjo, pa vendarle dopuščamo možnost napake pri vnosu podatkov. Če katero odkrijete, Vas prosimo za razumevanje, lahko pa nam jo sporočite na e-pošto: [info@knez.si](mailto:info@knez.si).

### o Data entry

The sales contract between the provider and the buyer is concluded the moment the provider confirms the order (the status of the Order changes to "processed"). From this moment, all prices and other conditions for both the provider and the buyer come into effect.

- Discounts, promotional codes, etc. they do not add up.
- All prices include VAT, unless otherwise stated.
- Payment options in the online store <https://knez.si/b2b/>:
  1. after taking over
  2. by pre-invoice, picture and pay method (payment is made via UPN/SEPA),
  3. through a "manually" completed UPN/SEPA order (virman),
  4. using the PayPal method

### o Delivery

At the Knez d.o.o. website, we strive for the fastest possible delivery of ordered goods.

In the event that you have ordered goods that, due to unforeseen reasons, we cannot ship within the first working days of the order, we will notify you of the delay via the provided information.

- Delivery is made based on the selected delivery service.
- Personal collection at our locations is also possible.
- Delivery time may be extended during holidays and weekends.

### Prices and delivery costs

All product prices in the online store are listed in euros (€) and already include the corresponding VAT, unless explicitly stated otherwise.

Prices are valid at the time of placing the order and do not have a predetermined validity.

The prices are valid in the case of payment with the specified payment methods, under the specified conditions.

### Delivery times and methods

The online store accepts orders 24 hours a day. All orders will be fulfilled within three working days. In the event that the product is no longer in stock at the time of ordering, the delivery date is extended in accordance with the delivery date of the goods from the supplier or manufacturer.

### Delivered by Knez d.o.o.

We deliver products purchased in the store to the desired location with our delivery service.

## Personal pickup

Products purchased in the online store can also be picked up in person at the company headquarters, Knez d.o.o. Čadramska vas 30, Čadramska vas, 2319 Poljčane or on a pre-arranged pick-up date, with advance payment according to a pro forma invoice or with immediate payment. Personal pickup is possible every working day by prior arrangement.

## The consumer's right to withdraw from the purchase or contracts / return of goods

### For natural persons

The consumer (the above applies exclusively to natural persons who acquire goods for purposes outside of their commercial activity) has the right to notify the company (at the contact address [info@knez.si](mailto:info@knez.si)) within 14 days of taking over the goods that they withdraw from the contract, without he had to give a reason for his decision. The deadline starts counting one day after the date of collection. The only cost charged to the consumer in connection with withdrawal from the contract is the cost of returning or sending the goods, which is calculated according to the price list of the delivery service. The goods must be returned to the seller at the company's headquarters no later than 30 days after the notification of withdrawal from the contract (purchase). If the consumer may have already started using the article, withdrawal from the contract is unfortunately no longer possible.

He must return the goods received undamaged and in the same quantity, unless the goods are destroyed, damaged, lost or their quantity has decreased through no fault of the consumer.

When withdrawing from a contract where a promotional code has been used, these funds are considered as a discount and are not returned. The amount paid to the user's TRR is returned.

Refunds will be made as soon as possible, but no later than within 30 days of receiving the notice of withdrawal from the contract. In order to ensure the certainty, accuracy and timeliness of the refund, as well as to ensure a record of payments, the refund of the payment to the buyer is made exclusively by transfer to his transaction account. Refund of payment in cash is not possible!

The return of the received goods to the company within the withdrawal period is considered a notice of withdrawal from the contract.

### Contract withdrawal form

In order to withdraw from the contract for goods purchased in the online center <https://knez.si/b2b/>, in accordance with the ZVPot (Article b43.d), the consumer can submit a notice of withdrawal to the company on a form (by post, fax or e-mail), on which he should indicate the following information:

#### FORM FOR EXERCISE OF THE CONSUMER'S RIGHT TO WITHDRAW FROM THE CONTRACT

- Name, physical address and possibly fax number and email address of the company

- I/we inform (\*) you that I/we withdraw (\*) from the contract for the sale of these goods (\*)/for the provision of this service (\*)
- Ordered on (\*)/Received on (\*)
- Name of consumer/consumers
- Address of the consumer/consumers
- Signature of the consumer(s) (only if the form is sent in paper form)(\*) Delete if necessary

It is considered that the consumer has submitted a withdrawal statement in time if it is sent within the deadline set for withdrawal from the contract. The consumer bears the burden of proof regarding the exercise of the right to withdraw from this article.

### *Return or exchange of goods*

In the event that you received a product that does not meet your expectations, you can return it unused and undamaged with the attached invoice or a completed online form. in the original packaging to the company's official address.

Return costs are paid by the buyer, and exchange costs are paid by the seller.

To return or exchange goods purchased in the online center <https://knez.si/b2b/>, you must contact us by post, fax or e-mail.

### *A factual error*

- According to the Consumer Protection Act (ZVPot), the error is material:
- if the goods do not have the properties necessary for their normal use or for circulation;
- if the goods do not have properties that are necessary for the specific use for which the buyer is buying them, but which the seller was aware of or should have been aware of;
- if the goods do not have the characteristics and features that have been expressly or tacitly agreed or prescribed;
- if the seller has delivered goods that do not match the sample or model, unless the sample or model has been shown only for notification.

### *Familiarization with the company's liability for material errors*

The Consumer Protection Act (ZVPot) stipulates that the seller must deliver the goods to the consumer in accordance with the contract and is responsible for material errors in his performance.

The error is real:

1. if the thing does not have the properties necessary for its normal use or for circulation;
2. if the item does not have the properties necessary for the specific use for which the buyer is buying it, but which the seller was aware of or should have been aware of;

3. if the thing does not have the characteristics and features that have been expressly or tacitly agreed upon or prescribed;
4. if the seller has delivered a thing that does not match the sample or model, unless the sample or model was shown only for the purpose of notification.

The suitability of the goods for normal use is assessed in relation to ordinary goods of the same type and taking into account any statements by the seller about the characteristics of the goods made by the seller or the manufacturer, in particular through advertising, product presentation or indications on the goods themselves. Liability for material errors shall be subject to the provisions of the law governing obligations, unless this law provides otherwise. The consumer can assert his rights from a material defect if he informs the seller about the defect within two months from the day the defect was discovered. In the error notification, the consumer must describe the error in more detail and allow the seller to inspect the item.

The consumer can notify the seller of the defect personally, for which the seller must issue a certificate, or send it to the store where the item was purchased, or to the representative of the seller with whom he concluded the contract. The seller is not responsible for material defects in the goods that become apparent after two years have passed since the item was delivered. A defect in the goods is considered to have already existed at the time of delivery if it appears within six months of delivery. The consumer, who has correctly informed the seller about the error, has the right to demand from the seller that:

- correct the defect in the goods or
- returns part of the amount paid in proportion to the error or
- replaces defective goods with new, flawless goods or
- returns the paid amount.

In any case, the consumer also has the right to demand from the seller compensation for damages, and in particular compensation for the costs of materials, spare parts, work, transfer and transportation of products, which arise as a result of fulfilling the obligations from the previous paragraph of this article. The consumer's rights from the first paragraph expire after two years from the day he notified the seller about the factual error. If the existence of a defect in the goods is not disputed, the company must comply with the consumer's request as soon as possible, but no later than within eight days.

The company must respond to the consumer's request in writing no later than eight days after its receipt, if the existence of a defect in the goods is disputed.

*How is the suitability of the item checked?*

It is checked with another, faultless item of the same type, and at the same time with the manufacturer's statements or indications on the item itself.

*How does the actual error take effect?*

The buyer must notify us of any real defect together with a precise description of it and at his own expense within the statutory period. At the same time, the buyer allows us to inspect the item.

It must be enforced within the legally prescribed time limits.

The right to assert factual errors is more precisely regulated by the provisions of the Consumer Protection Act (ZVPot).

### For legal entities

Legal entities-buyers are not subject to the same rules as consumers:

In relation to this topic, it should be noted that the provisions of the Consumer Protection Act do not apply to legal entities or natural persons with activities (s.p.).

Thus, in the case when a purchase in an online store is made by a legal entity or a company, the latter does not have the same rights as a consumer, i.e. cannot return goods purchased "for tax purposes" ("original invoice") without a valid reason for the return ( e.g. factual or legal error, warranty claim), as required by the Code of Obligations.

### Warranty

The products have a warranty if it is stated so on the warranty card or on the invoice. The guarantee is valid if the instructions on the guarantee sheet are followed and upon presentation of the invoice.

The warranty periods are indicated on the warranty sheets or on the invoice. Warranty information is also provided on the product presentation page. If there is no warranty information, the product does not have a warranty or the information is currently unknown. In the latter case, the buyer can contact the provider, who will provide up-to-date information.

## 6. Final provisions

The general and other conditions (hereinafter referred to as: conditions) of business are determined by the company Knez d.o.o., which sells goods and services on the website in its own name and for its own account. Only these are prepared on the basis of the legislation in force at any given time and the company can update them from time to time in accordance with changes in services and activities and based on feedback from users. The company reserves the right to change the general conditions of use at any time without prior warning.

The terms of business are based on:

- The Personal Data Protection Act (ZVOP);
- The Electronic Business Act (ZEPT);
- The Consumer Protection Act (ZVPot);
- Recommendations of the Chamber of Commerce of Slovenia (GZS).

The General Terms and Conditions are regularly updated and are accessible to everyone at any time in their most recent and valid version in their entirety on the knez.si website.

The company recommends that users regularly review these general and other conditions so that they are always informed about the terms of use and how the company protects their privacy.

The conditions apply from the day of acceptance until cancellation or until possible change.

It is considered that the user was aware of the change or amendments to these general terms and conditions will be notified with the date of publication of the new or amended or supplemented general conditions on the website and in the application itself.

These general conditions apply from 10 July 2022.