

GENERAL TERMS AND CONDITIONS OF THE AGREEMENT

(GTC)

1. General Provisions

1.1 These General Terms and Conditions of the Agreement ("GTC") govern the rules for concluding and performing sales agreements between the Seller ("Seller") operating on the Nexus platform and the Buyer ("Buyer").

1.2 The Seller conducts business through an account on the Nexus platform in accordance with its regulations and applicable laws.

1.3 The Seller may be contacted through the Nexus messaging system.

2. Subject of the Agreement

2.1 The subject of the agreement is the sale of goods offered by the Seller on the Nexus platform. 2.2 Information about the goods, their prices, and delivery costs is available on the Seller's offer page on the Nexus platform.

3. Conclusion of the Agreement

3.1 The agreement is concluded when the Buyer confirms the order through the Nexus platform. 3.2 Confirmation of the order by the Seller constitutes acceptance of the order for processing. 3.3 The Buyer is required to provide correct personal and contact details necessary to process the order. **4.**

Payments

4.1 The Buyer may pay for ordered goods using the payment methods made available on the Nexus platform.

4.2 Order processing begins after payment is confirmed by the Nexus system.

5. Delivery

5.1 Goods are delivered to the address indicated by the Buyer when placing the order.

5.2 Delivery costs and the estimated delivery time are specified in the offer description.

5.3 The Seller is not responsible for delays resulting from the actions of the carrier.

6. Right of Withdrawal

6.1 The Buyer has the right to withdraw from the agreement within 14 days of receiving the goods without giving a reason, in accordance with the Consumer Rights Act.

6.2 To exercise the right of withdrawal, the Buyer should notify the Seller through the Nexus messaging system and return the goods in an undamaged condition.

6.3 The cost of returning the goods is borne by the Buyer unless the Seller agrees to cover it.

7. Complaints

7.1 The Buyer has the right to submit a complaint in the event of defects in the goods or non-compliance with the offer description.

7.2 Complaints should be submitted through the Nexus messaging system, including a description of the problem and photographs documenting the defect.

7.3 The Seller undertakes to consider the complaint within 14 days of its submission.

8. Personal Data Protection

8.1 The Seller processes the Buyer's personal data in accordance with the General Data Protection Regulation (GDPR) and the Privacy Policy available in the offer.

8.2 Personal data is processed solely for the purpose of fulfilling orders, customer service, and compliance with legal obligations.

8.3 The Buyer has the right to access, correct, and request deletion of their data.

9. Final Provisions

9.1 Matters not regulated by these GTC are governed by UK law, including the Civil Code. 9.2 Any disputes arising from the performance of the agreement shall be resolved by the competent courts of general jurisdiction.

RETURN POLICY WITH DEDUCTIONS FOR PRODUCT AND

PACKAGING DAMAGE We make every effort to ensure full customer satisfaction while maintaining the high quality and integrity of our products. Below is our policy concerning product returns and deductions from refunds depending on the condition of the product and its original packaging.

Key Points

1. Eligibility for Return

The customer is entitled to a full refund if the product is returned unused, undamaged, and in a resalable condition within [14] days of receiving the product. The product must be returned in its original packaging, including all accessories, instructions, and promotional materials.

2. Refund Deductions for Product Condition

Undamaged, unused product: Full refund. Minor damage (e.g., small scratches, slight dents): The refund will be reduced by 10%–20% of the original purchase price. Significant damage (e.g., damaged parts, serious scratches, dents): The refund will be reduced by 20%–50% of the original purchase price. Non-functional product (due to customer-caused damage or improper use): The refund will be reduced by 50%–100%, depending on the extent of the damage.

3. Refund Deductions for Packaging

Original packaging intact and in good condition: No deduction. Opened packaging (broken seals, opened package): A deduction of 5%–10% of the original purchase price, depending on the condition of the packaging. Damaged or missing packaging (e.g., torn carton, missing instructions): A deduction of 10%–20%, depending on the extent of the damage. If the product is returned without the original packaging, the deduction will be 20%–30% of the original purchase price.

4. How Refund Deductions Are Calculated

The refund will be calculated based on the original purchase price of the product, less any applicable deductions for damage or missing packaging. The amount of the deduction will be determined after inspection of the returned product.

5. Conditions Resulting in No Refund

Products showing significant signs of use (e.g., electronic damage, deep scratches, etc.). Products returned

after the specified return period ([14] days). Products used contrary to their intended purpose or otherwise unsuitable for return (e.g., opened food or hygiene products, etc.).

6. Return Shipping Costs

The customer bears the cost of return shipping unless the product is defective or incorrect. If a deduction is made from the refund, return shipping costs will not be refunded.

7. Return Processing

After processing and inspecting the returned product, the refund will be issued within [14] business days to the original payment method. A partial refund will reflect the final amount after deductions for damage or missing packaging. We recommend that customers carefully inspect their purchases immediately after receiving the package to avoid issues related to the return conditions. Our goal is to ensure a fair and transparent process for both our customers and our company. If you have any questions regarding our return policy, please contact our customer service team.