

EUCOM Ltd. production, trade and services company

Withdrawal from a distance agreement

We would like to inform you that according to the Law on Consumer Protection (Official Gazette of RS, No. 62/2014, 6/2016 and 44/2018), purchases via our sales website <https://www.cu-blue-lamps.rs> are considered as distance sale.

The consumer has the right to withdraw from the distance agreement, or from the goods purchased via the website <https://www.cu-blue-lamps.rs>, by signing a statement of withdrawal from the distance agreement. A statement of withdrawal from the distance agreement is delivered to the consumer with the purchased goods.

The statement of withdrawal in the case of the distance agreement will be timely if it is sent to the seller by courier service to the address EUCOM Ltd. production, trade and services company, Milutin Milankovic 25v, 11070 New Belgrade, Serbia within 14 days from the date of receipt of goods. By unilaterally terminating the agreement, the consumer is released from contractual obligations, except for the direct costs of returning the goods.

The price of the goods will be returned to the consumer after the goods are returned to the seller from where the goods were sent to the consumer. In the case that the product returned to the seller is damaged or used, the consumer is solely responsible and the seller will refuse to return the money, and the product will be returned to the consumer at his expense. The consumer is solely responsible for the decreasing of the goods value which arises as a consequence of using the goods or handling the goods in a way that is not adequate.

When returning the goods, it is obligatory to return them undamaged and in the original packaging as received after delivery, which must not be damaged.

The costs of returning the goods and money are borne exclusively by the consumer, except in cases when the consumer receives the wrong product from the seller.

The data entered by the consumer in the form on the withdrawal of the distance agreement are used exclusively for the purpose of recording changes in the movement of goods and the seller will not use them for other purposes.

The seller makes the refund using the same method of payment, unless the consumer himself agrees that the refund can be made in another way and if it does not produce additional costs for the seller.