

Terms and Conditions

Order

Ordering of goods is done by completing the order form which must be filled in all the required data, necessary for the proper delivery of goods and payment identification. Before the completion of order by clicking on "order" button, it is necessary to tick the consent with the Terms and Conditions. Immediately after the completion of the order a confirmation email about your order will be sent. Then the order is binding for both parties.

Cancellation of the order

Buyer:

Binding order can be cancelled at any time by e-mail to our address annah@arollafilm.com or by phone at 0948 003 975 on working days from 7:30 to 15:00.

If the order has already been paid (e.g. transfer), but the buyer has not sent it yet, the received amount will be fully repaid back to the buyer's account from which the payment was paid. If the goods or the part of it was shipped, the seller will make a claim to compensation of the amount of demonstrable shipment cost (shipping and handling).

Seller:

Seller reserves the right to cancel the order, or part thereof, if:

1. Buyer has given false or misleading information, or cannot be contacted.
2. or he does not supply the goods any longer

If the buyer has already paid for the goods, or part of it, the amount will be transferred to the buyer's account from which the payment was paid.

Delivery terms

If the goods are in stock, we ship it within 3 working days after the binding confirmation of the order, or after the receipt of payment on account (see "Payment"). If goods are not available (or is on external stock), we ship it as soon as we receive the goods on the stock. In this case, the delivery time you will be notified via e-mail.

Shipping goods after their expedition to the customer by Slovak Post takes usually within 3-4 working days in Slovakia, outside the territory of the Slovak Republic it usually takes up to 4-35 days according to the country of delivery.

If the goods have been ordered over the weekend or a rest day (holiday); your order will be processed immediately on the first working day. Shipment of goods always includes a tax receipt. The warranty on the goods arises on the day of the receipt of goods by the buyer.

If you order a title from the category "expecting", this will be dispatched immediately after putting into circulation and taken into storage.

Payment

Payment for goods ordered can be realized in three ways:

1. Bank transfer to the seller's bank account - the payment is made in advance; shipment of goods is done after receipt of payment on account of the seller
2. Via PayPal - the payment is made in advance; shipment of goods is done after receipt of payment on account of the seller
3. In cash when receiving cash on delivery, delivery of goods shall be made within 3 days after receipt of the binding order - this option is available only when sending goods to Slovakia or the Czech Republic.

Postage and packing charges

The goods are shipped by Slovak Post as a letter, or registered letter with the cash on delivery. The shipping and handling cost is added to the price of ordered goods according to the pricelist in the table. All prices include VAT.

Total amount	Pay-pal SR	Payment on account SR	Cash on delivery SR	Pay-pal ČR	Payment on account ČR	Cash on delivery ČR	Pay-pal Europe	Payment on account Europe	Pay-pal outside Europe	Payment on account outside Europe
1 - 5	free	free	1.70	1.20	1.20	3.30	2.20	2.20	4.80	4.80
6 - 11	free	free	free	1.20	1.20	3.30	3.50	3.50	11.40	11.40
12 - 22	free	free	free	1.20	1.20	3.30	3.50	3.50	23.00	23.00
More than 23	free	free	free	free	free	free	3.50	3.50	14.00	14.00

Warranty and claims

A statutory warranty period of 24 months from the date of delivery is valid for each sold product. In the case of the claim of goods, the seller must decide to apply or not to apply the claim within three days of its receipt and dispatch possible claims within 30 working days. The warranty does not apply to mechanical wear or damage caused by improper handling of the user. If the buyer does not to accept the shipment sent as cash on delivery from any reason, the buyer is obliged to pay damages (shipping and handling cost). In accordance with Section (5) d, § 12 of Act no. 108/2000 Coll, on

Consumer Protection, the buyer has the right to return the unpacked goods (audio, video recording or computer program).

The claims are dispatched:

- by phone at 0948 003 975 on working days from 7:30 to 15:00
- by e-mail on annah@arollafilm.com
- by post, please enclose a covering letter describing the fault in the products to the shipment together with the claimed goods

Regarding eligible claim, the claimed goods will be promptly replaced with new goods, if there is the same one in stock; or we will send another replacement after the agreement with buyer or we return the amount for defective goods.

When sending goods for claim, postage must be paid by the buyer. Do not send the claim with cash on delivery.

Privacy Policy

The buyer declares that under the provision of Section 1, § 7 of the Act. 428/2002 Coll, on Personal Data Protection, as amended, agrees that the seller will process and keep the buyer's personal data, in particular those listed above and / or which are necessary for the seller's activity and process them in all their systems. Seller agrees to handle and treat the buyer's personal data in accordance with the applicable legislation of the Slovak Republic. The buyer gives the permission for an indefinite period to the seller. Seller declares that he does not provide the buyer's personal data to third parties without the consent of the buyer.

Contact

Arolla Film, s.r.o.
Komenského 501/18
033 01 Liptovský Hrádok
Company registration number: 44998988
VAT number: SK2022922627

Bank connection

Bank:	ČSOB
BIC:	CEKOSKBX
IBAN	SK54 7500 0000 0040 0970 7668
No. of bank account:	4009707668/7500