

## **Terms and conditions for A.ALEXANDRIDIS SA - Punchtronic Hellas e-shop**

### ***1. Registration***

There is no registration fee to e-shop. Registration is valid for either a company or an individual. If the subscriber wants to receive an invoice he has to be registered in the VAT system. The VAT number of the subscriber is checked for correctness by the GSIS.

### ***2. Data privacy protection***

Protecting the privacy of subscriber's data complies with the regulations concerning Privacy laws applicable to Greece.

The personal data of the subscriber are used exclusively for the order and the correct shipment of the products. For fulfilling orders the address and phone number of the recipient is necessary.

A.ALEXANDRIDIS SA - Punchtronic Hellas reserves the right to use the e-mail of the subscriber to send information relating to the operation of the shop. A.ALEXANDRIDIS SA - Punchtronic Hellas will not use the phone of a subscriber for any information.

Online store of A.ALEXANDRIDIS SA - Punchtronic Hellas does not use Cookies to record data during the customer session.

### ***3. Prices***

Prices do not include shipping costs.

VAT applies to all domestic markets unless the buyer exemption. In this case the buyer should submit the corresponding number exculpatory element for the invoice relating to the transaction.

### ***4. Delivery of goods***

Safe shipment of goods is the sole responsibility of A.ALEXANDRIDIS SA in case that customer accepts to pay transportation cost proposed by the system. Otherwise the customer has to arrange for insurance and transport of goods.

### ***4. Return policy - Quality control***

The customer is obliged to check the goods immediately upon receipt, in regards to the correct execution of the order, but also the existence of potential defects. In any case the goods must be returned at the cost of A.ALEXANDRIDIS SA and can be replaced accordingly.

In the digital content market event (embroidery machines programs) the cancellation of the transaction from the customer's side is not acceptable for any reason.

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### ***5. Cancellations***

The customer can proceed to the cancellation of her order any time before delivery of goods. In case of prepayment by money transfer or debit/credit card return of money follows the same rules as for Withdrawal policy

### ***6. Withdrawal policy***

The customer has the right to withdraw without reason within 14 calendar days of receipt of the product in accordance with Law 2551/1994 (as amended by K.Y.A. Z1-891/2013).

Refunds are made after receipt and inspection of the returned product.

The cost of returning to cancel an order is borne by the customer and is the same as the cost of shipping the order.

The refund in the case of withdrawal is done in the same way as the payment was made, i.e. if a transaction was made via card, then the refund should also be made to the card and not by transfer to the customer's account.

### ***5. Colors consistency***

The color representation for embroidery threads is only indicative since much depends on the specifications of the equipment that the customer uses to access e-shop.

A.ALEXANDRIDIS SA - Punchtronic Hellas is not responsible for the accuracy of the display colors. Proper control of the color of the threads requires use of the corresponding color shade card.