

Terms and Conditions

1. Introductory provisions

- These terms and conditions specify the relationship between us, JMP ASKLEPION s.r.o., A. Sládkoviča 92/9, 960 01 Zvolen, ID No.: 53560264, VAT ID No.: SK2121412865, registered in the Commercial Register of the District Court of Banská Bystrica, Section: Sro, Insert No. 40590/S, as the seller and the operator of the online store www.littlebali.sk, and you, our customer, who enters into a contract of sale with us.
- All of our customers, both consumers and entrepreneurs, are subject to the rules set out in these terms and conditions without distinction.
- These terms and conditions are primarily intended for the purchase of goods through our online shop. They shall also apply mutatis mutandis to the purchase of goods via the customer service line.

2. Conclusion of the purchase contract

- You can conclude a purchase contract with us remotely via the online shop or our customer service.
- In the case of a distance purchase contract, an order placed by placing it on the website or via the customer service line constitutes a proposal to enter into a purchase contract. The order is valid for 21 days and we will confirm its receipt to you by e-mail. The purchase contract is then concluded by our acceptance of the proposal from our side in the form of dispatch of the ordered goods. We will inform you by e-mail of the dispatch of the goods.
- We only supply goods in quantities customary for household consumption. In specific cases (in particular in the case of discounts or sales) we are entitled to determine the maximum quantity that can be delivered to you from our side.

3. Withdrawal without giving a reason

- You are legally entitled to withdraw from a contract concluded online or by telephone without giving a reason within 14 days of delivery of the goods. With us, any buyer is entitled to withdraw from the contract without giving a reason, even within 90 days of delivery of the goods.
- To exercise this right, you must notify us of your decision to withdraw from the contract within the aforementioned period. The most convenient option is to contact us by email at kontakt@littlebali.sk.
- If you withdraw from the contract, we will refund the purchase price of the goods. If you withdraw within 14 days of delivery of the goods, you will also be entitled to a refund of the cost of delivery of the goods in the amount of the cheapest method of delivery offered. In the event of a later withdrawal, we will only refund the purchase price of the goods. We will refund you the aforementioned monies without delay, at the latest within 14 days from the date of withdrawal. However, we may lawfully wait to make payment until you have returned the goods to us. We will use the same means of payment as you used to pay the purchase price, unless we agree otherwise.
- Please send the goods to JMP ASKLEPION s.r.o., A. Sládkoviča 92/9, 960 01 Zvolen without delay, but no later than 14 days from the date of withdrawal. In this case, you are responsible for the costs associated with the return of the goods.
- Please note that under the law you are liable for any diminution in the value of the goods as a result of handling the goods in a manner other than that necessary to familiarise yourself with the nature, characteristics and functionality of the goods (e.g. if you use the perfume after you have already tried it once). Please also note that you are not entitled to withdraw

from the contract in the case of goods made to your specifications or personalised (e.g. engraved packaging) and goods which you have removed from the sealed packaging and which cannot be returned for hygiene reasons (e.g. when you open cosmetics and other goods which come into direct contact with your skin).

- It is not possible to withdraw from the contract if you use the gift wrapping service - this option applies only to the products, not to the gift wrapping itself.

4. Complaints

- If the goods have a defect on delivery, we can jointly agree on compensation in the form of a voucher. Furthermore, you are entitled to demand the rectification of the defect by means of replacement delivery or repair. Should such rectification of the defect be impossible or unreasonable for us, you are entitled to demand a discount on the purchase price and, if the defect is also significant, you may also withdraw from the contract of sale. You also have these rights if the defect is later manifested.
- We shall be liable for defects in the goods if they appear within two years of delivery of the goods or within the expiry date stated on the packaging of the goods.
- In particular, goods are deemed to be defective if they do not have the usual or presented characteristics, do not serve their purpose, do not comply with the legal requirements or have not been delivered in the agreed quantity. Please note that increased sensitivity or an allergic reaction to the goods delivered cannot be considered in itself as a defect in the goods. Similarly, shortcomings in gifts and other gratuitous services provided by us over and above your order cannot be considered as a defect in the goods. The pictures of the goods in our online shop are for illustrative purposes only and do not constitute a binding representation of the characteristics of the goods (for example, the packaging of the goods may differ due to a change in packaging by the manufacturer).
- We will be happy to answer any questions you may have regarding your claim if you contact us by email at kontakt@littlebali.sk. Please send us the claimed goods to JMP ASKLEPION s.r.o., A. Sládkoviča 92/9, 960 01 Zvolen together with the completed claim form, which can be found [here](#). In case you are filling in the form without the help of our staff, please do not forget to indicate what you see as the fault of the goods or how the fault manifests itself, or a request for the method of handling.
- We will inform you about the progress of the complaint, in particular about its acceptance, processing or rejection, by e-mail or text message. We may also contact you by telephone.
- We will decide on the complaint without delay. It will not take longer than 30 days to process the claim, including the rectification of the defect. Otherwise, you are entitled to withdraw from the purchase contract. In order to comply with the above time limit, it is essential that you provide the necessary cooperation.
- In the event of a legitimate complaint, we shall bear the costs associated with the return of the goods.

5. Method of payment and delivery

- You can choose the method of payment and delivery from the options offered by us. We will always notify you of your chosen payment and delivery method and the costs associated with them before dispatching your order.
- You can find the current payment and delivery methods offered, together with their prices, on our website.
- We reserve the right to provide free delivery in selected cases.

6. Further information

- We provide our customers with various discounts and gift or other vouchers. The use of these is subject to rules which we inform the customer of in each individual case. Unless otherwise stated, each discount or gift voucher may only be used once and only one voucher of the same type may be used per purchase. Unless otherwise stated, discounts and promotions on goods cannot be combined with each other. In the event that the value of the gift voucher is higher than the value of the entire purchase, the difference will not be transferred to a new voucher and the unused amount will not be refunded.
- You may be sent an evaluation questionnaire by us or a third party in connection with the purchase. You can then share your experience of the purchase and the goods with others. We would be very pleased if you would complete the questionnaire.

7. General information

- According to the Act on sales records, the seller is obliged to issue a receipt to the customer. At the same time, he is obliged to register the sales received with the tax administrator online; in case of technical failure, within 48 hours at the latest.
- The Slovak Trade Inspection (SOI), <http://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi>, is the entity for out-of-court proceedings in cases of disputes or for receiving consumer complaints. Disputes can be resolved online. The Slovak Trade Inspection Authority, with its registered office at Bajkalská 21/A, 827 99 Bratislava 27, is also the supervisory authority over our company's activities.
- The contract is concluded in the Slovak language and is governed by the law of the Slovak Republic. The place of performance is Slovakia.
- All prices for products and services are inclusive of VAT, which is valid at the time of order dispatch. In the event that the VAT changes before the conclusion of the purchase contract or the dispatch of the goods, the customer is obliged to pay the outstanding amount of the purchase price, taking into account the type of payment chosen by the customer, or the seller will immediately send the customer an e-mail message with a request to notify where the customer can pay the overpayment of the purchase price. The delivery of the goods shall be accompanied by a tax receipt. The Seller may also send the tax receipt electronically in the order dispatch email. All prices of goods, including promotional prices, are valid until recalled or stock is sold out.