

# Terms and Conditions

## TERMS AND CONDITIONS

Terms and conditions and use of [www.croshield.hr](http://www.croshield.hr) web site at distance via means of distance communication will be regulated by here given Terms and Conditions and Use, unless the parties (Seller and Buyer) agree otherwise. Terms and conditions and use are also regulated by the Consumer Protection Act (Official Gazette 41/14) and the Obligations Act (Official Gazette 35/05 and 41/08).

When ordering products from the store catalog, the Buyer will be immediately acquainted with all the data prescribed in Article 57, in accordance with Article 66, item 2 of the Consumer Protection Act.

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**COSTS OF DELIVERY are calculated individually for each package and are negotiated directly with the buyer. If during takeover the buyer detects damage of the package he or she is not obligated to take it over and must file a complaint for the product (package). Delivery is carried out by a carrier chosen by one of the parties.**

CROSHIELD Ltd. reserves the right to errors in the description and photographs of certain articles. If you are unsure about the actual features or appearance of an individual product, please contact us at: [info@croshield.hr](mailto:info@croshield.hr)

## PAYMENT METHODS

1. Cash on delivery: Invoiced amount is settled in cash when taking over the package.
2. Internet banking: advance payment according to the Proforma Invoice
3. Other – negotiated with the buyer

**PRODUCT DELIVERY:** The ordered items are delivered per agreement with the buyer and after payment. Free delivery is for those items that are paid in full according to the offer unless otherwise agreed between the buyer and the seller.

## VALIDITY OF AN OFFER

The offer sent after the order has been made through the web catalog is valid for 2 days. After 2 days the offer is no longer valid and you need to make the order again.

## INFORMATION ABOUT THE MANNER OF A WRITTEN COMPLAINT BY A CONSUMER

All complaints pursuant to Article 10 of the Consumer Protection Act (NN 41./2014.) you can send by mail, fax or e-mail and on the business premises of the company.

**Other manners of filing of the complaint:**

At the address:

- [CROSHIELD d.o.o. Kaptolska 36, 10000 Zagreb](#)
- To e-mail address: [info@croshield.hr](mailto:info@croshield.hr)
- To fax number: [+385 1 3091 093](tel:+38513091093); Under the law, we must respond to your complaint in writing no later than 15 days from the date of receipt of the complaint. Otherwise, you can contact the Personal Data Protection Agency. CROSHIELD d.o.o. retains the right to change these terms and conditions without prior notice. The conditions of doing business are in accordance with the laws of the Republic of Croatia. In the case of a possible dispute, the merchant and the consumer will try to resolve it by peaceful means, and if that's not possible the Municipal Civil Court in Zagreb will hold jurisdiction.
- If you accept Terms and conditions of use, you accept the General terms and conditions.