

# **General Terms and Conditions, Naboo trgovina in storitev d.o.o.**

## **1. Introduction**

Naboo trgovina in storitev d.o.o. operates at Kamnogoriška ulica 41, 1000 Ljubljana. Registration Number: 6624766000, Tax ID Number: SI 57366233.

These General Terms and Conditions are drawn up in accordance with the Consumer Protection Act (Official Gazette of the Republic of Slovenia, No. 98/04 – Official Consolidated Text, 114/06 – ZUE, 126/07, 86/09, 78/11, 38/14, 19/15, 55/17 – ZKoliT – Collective Actions Act and 31/18; ZVPot – Consumer Protection against Unfair Commercial Practices Act) and other relevant legislation.

Naboo d.o.o. reserves the right to change its offer, in particular, the prices of its services without prior notice.

## **2. Terms and Conditions and Terms of Liability**

These General Terms and Conditions form an integral part of the Service Purchase Agreement – photochemical etching process (hereinafter: etching).

A contract for the purchase of services is considered to be concluded when the Buyer confirms the order or purchase and pays the invoice in the amount of 100%.

The Company Naboo d.o.o. (hereinafter: Contractor) reserves the right to provide the service within 15 working days of receipt of the tool or mold.

Naboo d.o.o. reserves the right to change the dates and also reserves the right to change the prices of etching services.

## **3. Etching Performance**

The Contractor is obliged to inform the Client about any complications in the performance of the services within 3 working days from the receipt of the tool or mold from the Client if he determines that the composition of the tool or mold is unsuitable for processing. The tool or mold must in no way contain any trace of chromium alloy.

If the Client still wants the service to be provided, he must notify the Contractor (Naboo d.o.o.) in writing by email at [domen@naboo.si](mailto:domen@naboo.si). In this way, the Client assumes full responsibility for any defects in the finished etching product.

## **4. Withdraw from the Contract**

When a contract with Naboo d.o.o. is concluded in the manner that the Company is listed as the payer, the Applicant may withdraw from the contract with a written statement to [domen@nabo.si](mailto:domen@nabo.si), however, Naboo d.o.o. withholds the purchase price of 50%.

## **5. Complaint Procedures and Settlement of Disputes**

Any complaints regarding the etching service must be submitted in writing to the Company's registered office or [domen@naboo.si](mailto:domen@naboo.si) no later than 3 days after receiving the tool or mold. If there are traces of use or chrome on the tool or mold, the Client's complaint will not be considered. Naboo d.o.o. will address the complaint in written notice no later than 8 days after receipt of the complaint. Naboo d.o.o. will treat all complaints confidentially and will not affect the rights of the Applicant.

Naboo d.o.o. and the Applicant will endeavor to resolve any disputes amicably, however, if this is not possible, the local court has jurisdiction.