

## INFORMATION FORM FOR EXERCISING THE CONSUMER'S RIGHT TO WITHDRAW FROM A DISTANCE CONTRACT

### Right to withdraw from the contract

When making a distance purchase (online purchase), the consumer has the right to withdraw from the contract within 14 days of the purchase or receipt of the goods without giving a reason and to return the product.

The withdrawal period expires 14 days from the day on which the consumer acquires physical possession of the goods, or a third party acquires them instead of the consumer.

To exercise the right to withdraw, the consumer must inform the company ,3 BRICKS d.o.o., Puhova ulica 17a, 2250 Ptuj, e-mail address: [info@3bricks.si](mailto:info@3bricks.si), of his decision to withdraw from this contract by an unequivocal statement (e.g. with a withdrawal form, a letter sent by post or e-mail). For this purpose, the consumer may optionally use the attached sample withdrawal form. Regardless of the form of cancellation, the consumer must provide the company with a copy of the invoice.

For the deadline for withdrawing from the contract to be taken into account, it is sufficient that the notification regarding the exercise of the consumer's right to withdraw from the contract is sent before the expiry of the withdrawal period from this contract.

### Effects of withdrawal from the contract

If the consumer withdraws from the contract, the company shall reimburse all payments received, including delivery costs (except for additional costs resulting from the choice of a type of delivery that is not the most cost-effective standard delivery method offered by the company), without undue delay and in any event not later than 14 days from the date on which the consumer receives the notification of withdrawal from this contract. The company shall make such reimbursement using the same means of payment as was used for the original transaction, unless expressly agreed otherwise; in any event, the consumer shall not bear any costs because of such reimbursement.

The company may withhold payment until it has received the returned goods or until the consumer has provided proof that the goods have been sent back, whichever is the earlier.

The consumer shall return or hand over the goods to the company that delivered the goods to the consumer without undue delay and in any event not later than 14 days from the day on which the consumer informed the company of his withdrawal from the contract. The deadline is considered if the consumer sends the goods back before the end of the 14-day period.

The direct costs of returning the goods shall be borne by the consumer.

The consumer shall only be liable for any diminished value of the goods due to handling of the goods that is not strictly necessary to establish their nature, properties and functioning.

### Restrictions on exercising the right to withdraw from the contract

The products must be unused, undamaged and in their original packaging, otherwise the consumer shall be liable for any diminished value or damage caused to the company thereby.

The reduction in the value of the goods that has been used (beyond the limits of the test to establish the nature, properties and functioning of the goods) amounts to a certain % of the regular retail price of the goods on the day of purchase of these goods; In the event that damage has occurred to the goods due to reasons on the part of the user (e.g. the goods or a component of the sales set are damaged, in a changed quantity or quality, non-original or damaged packaging), the company is entitled to claim reimbursement from the user for the entire damage to the goods, in accordance with the fundamental principles of civil liability.

The user's liability for payment of the reduction in the value of the goods may amount to the amount of the full regular retail price of the goods on the day of purchase of these goods, depending on the extent of the reduction in value, which is determined individually by the company or authorized suppliers of the goods for each individual case.

### The possibility of a refund does not apply to:

- goods or services whose price depends on fluctuations in the markets, over which the company has no influence, and which may occur during the withdrawal period from the contract,
- goods that were manufactured according to the consumer's precise instructions or has been adapted to his personal needs,
- goods which, due to their nature, are not suitable for return because they are inseparably mixed with other items,
- goods which are perishable or have a short shelf life,
- sealed audio or video recordings and computer programs, if the consumer has opened the security seal after delivery,
- for sealed goods which are not suitable for return for health or hygiene reasons, if the consumer has opened the seal after delivery,
- goods for which the consumer has expressly requested a visit by the company to their home to carry out urgent repairs or maintenance. If, during such a visit, the company performs additional services which the consumer has not expressly requested or delivers goods which are not spare parts which are absolutely necessary for maintenance or repair, the consumer has the right to withdraw from the contract for the said additional services and goods.

Withdrawal from the contract is also not possible in the case of delivery of digital content that is not delivered on a physical data carrier, if displaying has begun and if the contract obliges the consumer to pay, if:

- the consumer has previously given explicit consent for the start of displaying during the cancellation period,
- the consumer has agreed to lose the right to withdraw from the contract, and
- the company has submitted a paper certificate or, if the consumer agrees, on another durable medium.

Ptuj, November 2024