

Return policy

If you are unhappy with the purchased products from www.ets15.ro and want to quit the purchasing process and therefore to get your money back, you can apply for the product return procedure within 10 days, according to the Government Ordinance no.130 / 2000 on consumer protection in distance contracts signing and execution.

The period of 10 working days allowed for the exercise of this right shall begin:

- a) for products, from the date of receipt by the consumer;
- b) for services, from the day of the conclusion of the contract;

Distant contract means the contract for the supply of goods or services concluded between a supplier and a consumer under an organized system of sale by the merchant, who uses exclusively, before and at the conclusion of the contract, one or more distance communication techniques.

The right of return within 10 working days refers only for customers who have purchased online products from the website www.ets15.ro.

The customer has the right to cancel the distance contract within 10 days without penalty and without giving any reason.

According to Ordinance no. 130/2000 the consumer is liable for the costs incurred for returning the goods to the merchant.

The right of giving up buying does not apply to legal persons.

Reimbursement will be within 30 days from the date of termination of the contract by the consumer.

According to Ordinance no. 130/2000 , the consumer can not unilaterally terminate these types of contracts, unless the parties (consumer and merchant) have agreed otherwise :

- a) contracts for the supply of services whose execution has begun, with the consumer's agreement, before the expiry of 10 working days ;
- b) contracts for the supply of goods or services whose price depends on fluctuations in the financial market which can not be controlled by the trader;
- c) contracts for the supply of goods made to the consumer's specifications or clearly personalized products and those which by their nature can not be returned or are liable to deteriorate or expire rapidly ;
- d) contracts for the supply of audio or video recordings or computer software if these recordings or computer software were unsealed by the consumer;
- e) contracts for the supply of newspapers, periodicals, magazine journals;
- f) contracts for gaming and lottery services ;

For any further details or doubts regarding returning products please email us or phone to one of the numbers displayed on www.ets15.ro.