



Terms and conditions

<http://www.ecocapsule.sk>



Welcome to Ecocapsule

By using any part of this Website, completing your customer registration with us and/or placing an order on the Website you agree to be bound by the Terms and Conditions. We therefore strongly recommend that you read these Terms and Conditions before you place your order.

Purchasing Goods

To be eligible to purchase goods on this Website you must register your personal information including your name, address and payment details. Once you have placed your order, we will email you an order confirmation. The invoice will be sent together with the order confirmation. Once your order has been dispatched from our warehouse, you will receive an email with a copy of the invoice as well as a track-n-trace number so you can easily track your order.

Freight and Delivery

Ecocapsule will deliver the goods in accordance with the delivery address entered by you during check-out. Delivery dates are stated under the photo of the product..

Description of products

- Wooden forest animals with Ecocapsule from beech wood are for decoration purposes only.
- Ecocapsule bag: made from 100% cotton with printing, original Slovak design. Two colors and two motifs available. Cleaning instructions will be sent along with the product. Load capacity is max. 2 kg.
- Ecocapsule pillow case: 100% cotton with printing, original Slovak design. Handmade and sewed. Cleaning instructions will be sent along with the product.
- Ecocapsule folder, Paper DIY model of Ecocapsule is for decoration purposes only.
- Set of postcards with beautiful photographs of Ecocapsule's first prototype. 5 pieces in a set. Photos: copyright is owned by photographer, therefore further copying or distribution is prohibited.

Payment

Ecocapsule's online shop accepts the following payment types: payment by card; PayPal; or a direct wire to our account. All prices include delivery and VAT. Should the Ecocapsule shows any sign of usage, you will be liable for the deterioration in the product value. For a delivery query a claim in general then please contact our customer service by sending an email to shop@ecocapsule.sk



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Returns

We operate on a 14 days return policy commencing from the day of receipt. Please note that if you are returning a product to us, the cost of returning the product is your responsibility. We recommend you obtain a proof of posting. Ecocapsule will not accept returns sent COD. Once we have received your returned item(s), we will process it as quickly as possible and refund the amount to your account. We will only refund the money to the card you used when purchasing the goods. This is to eliminate the risk of fraud.

Before returning any item to us, we will check with you that it is in the same condition as when you first bought it. Please ensure you have taken reasonable care to make certain it is returned safely, is not damaged in transit and does not show any signs of usage. Should this be the case, you will be liable for the deterioration in the product value.

Claims

We act according to after the Sale of Goods Act and the guidelines set out by the EU Consumer Agency. This means you have a 24 months warranty on faulty goods commencing from the day you take receipt of your item. Any claims you wish to make must be done so within a reasonable time after receiving your items in order to obtain full credit or the option of either a repair or a price deduction. This warranty is voided if the claim is found to be the result of misuse, repair or normal tear and wear. Should you wish to make a claim due to a faulty item please do so via email. You will then be contacted by an Ecocapsule employee who will assist you from there. Should you have any queries about the status of a delivery or a claim in general, please contact our customer service by sending an email to shop@ecocapsule.sk.