

GOODS DELIVERY POLICY

1. Delivery information

S.C. GuardianAngel.NET S.R.L. will deliver the Goods within the terms specified in the Order for the ordered product, on the date the Order is generated or within 30 days from the date the Customer generated the Order, unless otherwise agreed by the parties.

If the Seller is unable to execute the Contract due to the fact that the Good or Service is/is no longer available, the Seller will notify the Customer of this unavailability and the money paid by the Customer for the unavailable Good or Service will be refunded within a maximum of 14 days.

If the delivery terms cannot be met, S.C. GuardianAngel.NET S.R.L. will notify the Customer of the estimated delivery time.

If S.C. GuardianAngel.NET S.R.L. receives incorrect information regarding the invoicing or delivery of the Goods, S.C. GuardianAngel.NET S.R.L. S.C. may refuse to honor the delivery, without this being considered a breach of the Contract, or may set a new deadline for honoring the Order.

The goods offered by S.C. GuardianAngel.NET S.R.L. can be delivered on the entire territory of Romania and abroad (only in Europe), using the delivery method and term chosen by you when placing the Order. Once the package has been dispatched, you will receive an e-mail notifying you of the new status of your Order.

The activation of the Subscription related to the Good is done exclusively online, when the Customer completes the payment, within a maximum of 24 hours, depending on the method of payment, card or cash on delivery.

2. Dispatch of orders

All orders that are placed Monday to Friday between 00:00 - 12:00 are shipped the same day, excluding public holidays and promotional periods.

Orders placed after 12:00, as well as on Saturdays and Sundays or on days off by law will be processed and shipped the next business day.

In rare cases (high-impact promotions, Black Friday, unforeseen events) orders may take longer to process due to the high volume of orders. However, the processing of confirmed orders cannot exceed 14 days.

The processing of Orders that include Goods whose stock has been incorrectly reported by our eCommerce platform, or those placed by Users who could not be contacted by our sales advisors, will be delayed until the situation has been resolved.

3. Shipping methods and costs

The transport of the Goods ordered within the myInfoBand® mobile application or the Website is done through our fast courier partner Fan Courier (within Romania).

- The standard delivery rate is 20 lei, VAT included, for orders by Fan Courier within Romania, except for locations with additional km;
- Delivery of Goods is free if the total value of the Order exceeds 500 LEI;
- The delivery time is generally a maximum of 2 working days from the moment the parcel is dispatched in the localities within the coverage area of the partner courier company and a maximum of 10 days for localities outside the coverage area. These terms may be exceeded in certain cases such as periods of promotions (Black Friday, Christmas sales, Easter bonanza, etc.) or periods when roads are unavailable (floods, heavy snowfall, etc.);
- Delivery is Door to Door (the package is delivered directly to your home);
- The customer can, for a fee, take advantage of the "Check on delivery" option - opening the package at the time of delivery in the presence of the courier. This option is charged at 5.95 LEI, VAT included, and is added to the standard delivery fee (20 LEI), for a total transport cost of 25.95 LEI, VAT included.

As a restrictive measure for Customers who do not pick up ordered Goods, we reserve the right to stop shipping new Orders without full payment in advance.

In the event that Customers who have unfulfilled Orders wish to order Goods on a cash on delivery basis, they will be required to pay in advance for the next Order plus the cost of return transport for the previously unfulfilled Order. Afterwards the cash on delivery option will be available again at the end of the Order.

For further information you can contact us at the phone number displayed on the myInfoBand® mobile application or the Website or at the e-mail address: client@ganet.ro.