

Return Policy

1. How to return an asset

According to the Romanian legislation in force: **the consumer can return the purchased products, in the original packaging, within 14 calendar days from receipt without penalty. The customer is responsible for the "diminished" value of the products resulting from their handling, other than what is necessary to determine the nature, characteristics and functioning of the products" according to GEO 34/2014, as amended.** The Customer does **NOT** benefit from the same rights also in case the ordered Good has been made according to the Customer's requests, namely personalized PVC wristbands and cards with unique QR code or those which by their nature cannot be returned (those containing personalized images or texts at the Customer's choice).

Categories of Goods excluded from the possibility of return:

- Personalized goods;
- Other Goods spread across categories that by their nature can be personalized.

Goods may not be returned if they do not look like the photos in the description. The photos in the description are for presentation purposes and are for information only.

Goods manufactured to client's specifications cannot be returned according to Ord. 130 / 2000 Chap. 2 Art. 10, letter c) -- **contracts for the supply of products manufactured to consumer specifications or of distinctly customized products, as well as those which, by their nature, cannot be returned or which may deteriorate or deteriorate rapidly.**

Therefore, products with a unique QR code related to the "myInfoBand" service **CANNOT** be returned. If you change your mind and no longer wish to benefit from this Service, we will refund the Annual Subscription fee and terminate the Subscription / Subscription Agreement with you. This is possible provided that you do not activate your "wristband holder" Account. Activating the Account and filling in the data in the myinfoBand® product owner profile cancels the Customer's right to request a refund of the Subscription fee for the first year of providing the "myInfoBand" online Service.

Exceptions to returning an Asset:

- you received a different Good than the one you ordered;
- The Good arrived to you defective or damaged;
- the difference between the picture of the Goods in the shop and the one you received is obvious and can be proved (including the difference in color but not in shade).

If the purchased Good / Goods fall into one of the exceptions mentioned above, their return will be made at the expense of the merchant, in this case S.C. GuardianAngel.NET S.R.L. and by the same method of transport with which the shipment was made. The good(s) must be packed in their original package and sent to the following address: Str. Dorului, Nr. 20C, Apt. 17, Sibiu city, Sibiu county, postal code 550352. The amount of the returned Goods will be paid by S.C. GuardianAngel.NET S.R.L within 14 calendar days from the request.

Please check the contents of the package in the presence of the carrier's representative. If the Goods are damaged, please mention this on the shipping form and report this immediately to the email address client@ganet.ro or to the telephone numbers provided on the mobile app and the Website. If the package arrives damaged or unopened, please refuse receipt. Otherwise, any subsequent claim is null and void.