

Terms and conditions

1. After placing an order through the site, the seller is obliged to make a telephone confirmation.
2. Upon order confirmation from the buyer, the order is irrevocable.
3. The seller is obligated to deliver ordered products correct and within the prescribed time
4. In the event of any change, the seller is obliged to inform the buyer during the telephone order confirmation

In connection with the aforementioned, the provisions of the Customer Protection Law distance contracts

Article 64

The seller shall, before the conclusion of the distance contract, within a reasonable period, inform the customer about:

- 1) the name, or the name and address at which the customer can address the complaint;
- 2) the name and main properties of the product;
- 3) the price of the product, including all taxes;
- 4) the cost of delivery, if the contract also includes delivery that is not free;
- 5) payment terms, as well as the way and the time of delivery of the goods or services;
- 6) services offered after sale (availability of service and spare parts and other similar services);
- 7) warranties for the goods or service
- 8) the right of customers to unilaterally terminate the contract referred to in Article 66 of this Law, the termination date and cases in which, in accordance with this Law, this right is excluded;
- 9) conditions for terminating a contract concluded for an indefinite period of time or for a period longer than one year;
- 10) the cost of using distance communication means when these costs are not calculated on a basic tariff;
- 11) the validity of the offer
- 12) shortest period the contract can be concluded, in the case of a contract for the continuous supply of goods or continuous provision of services.

The notice referred to paragraph 1 of this article shall contain a clearly marked commercial intention of the seller and must be legibly, clearly, understandably, easily recognizable and adapted to the distance communication used.

If a telephone is used for the conclusion of a contract, the seller is obliged to state at the beginning of the communication the customer their identity and the commercial purpose of the call.

The notice referred to in paragraph 1 of this Article shall be compulsory in accordance with the principle of conscientiousness and honesty and in accordance with the principles of protection of persons who can not independently express their will and must have a warning that the contract on behalf and for the account of a minor or a business incompetent person, can only be concluded by his legal representative.

Confirmation of prior notice

Article 65

(1) A seller shall be obliged to timely issue written confirmation of prior notice, to the customer, on paper or another, for customer accessible medium, at the latest at the time of delivery of the goods, i.e. on the day of the commencement of the service, unless the notice in that form was delivered to the customer prior to the conclusion of the contract.

(2) The confirmation referred to in paragraph 1 of this Article shall contain the information referred to in Article 64 of this Law.

(3) A seller shall not be obliged to issue the confirmation referred to in paragraph 1 of this Article in the case of the conclusion of a service contract with a one-time use of distance communication means charged by the operator but shall provide to the customer appropriate information on the address of the seller headquarters, to whom the complaint may be addressed.

Performance of the contract within the deadline

Article 71

1) A seller shall be obliged to perform a distance concluded contract latest within 30 days from the date on which the customer has sent the order, unless otherwise agreed.

(2) If a seller fails to perform a contract within the deadline referred to in paragraph 1 of this Article, i.e. the goods are not in stock or is unable to deliver the ordered service, it is obliged to inform the customer without delay and the customer may terminate the contract or give the seller appropriate additional deadline for the performance of the contract.

(3) In the event of a termination of the contract referred to in paragraph 2 of this Article, the seller shall return the amount paid to the customer no later than 30 days from the date of the notice referred to in paragraph 2 of this Article, plus interest for the period from the receipt of the written notice of termination of the contract till pay-out.

Prohibition of delivery of goods or services without a customer order

Article 73

(1) It is forbidden to deliver the goods or to provide a service that the customer has not made in advance, in the case of cargo.

(2) If the seller delivers the goods or provides the service referred to in paragraph 1 of this Article, the goods or services shall be considered to be advertising gift of the seller.

(3) The provision in the General terms of business or the offer of a trader sent without the prior order of the customer that it is determined that the silence of the customer means acceptance of the bid, is null and void.

(4) The provisions of paragraphs 1 to 3 of this Article shall not exclude the application of the provisions on the tacit renewal of the contract.

Data privacy:

In the process of payment over the Internet ``W2 Company`` d.o.o. Podgorica has no access to the payment card information you entered, nor to the status of your bank account or other data. Alexshop.me relies solely on the information on the successfully authorized payment received by the bank. Alexshop.me only has an insight into the data that you yourself gave directly to the system (your contact and other data necessary for the delivery of the product).

When entering payment card information, confidential information is transmitted through a public network in a protected (encrypted) form using SSL protocol and PKI systems, as the most up-to-date technology. Securing data during shopping are guaranteed by payment processor of NLB bank, so that a complete billing process takes place on bank pages.

At no time, payment card information is not available in our system, so that ``W2 Company`` d.o.o. Podgorica will not be responsible for their abuse.

In case the payment authorization is declined, ``W2 Company`` d.o.o. Podgorica can not enter into the rejection reasons that are entirely in the domain of customer relationship as the payment card owner and the bank that issued the card to the customer.

Card payment does not change the privacy policy of your data as defined by the company's general terms and is not used to provide your data to third parties. Your personal information is used for system contact with you, and third parties can be provided solely under the law prescribed procedure.

Internet shopping

Payment of goods when purchasing over the internet can be done via an internet payment card or by cash on delivery.

1. Payment by card over the Internet.

Payment can be done via the payment cards VISA, Maestro or MasterCard that support payment over the Internet.

Procedure: After you log in using your username and password, you are able to view and choose the products you add to your shopping basket. Each item changes in the basket will show you the price for the selected items. The next step is to choose a payment method. You choose an option to pay with an Internet card.

In order to proceed, it is necessary to check the field that you are familiar with the terms and conditions of purchase. By clicking the Order button, you will be transferred to a special protected part of the card payment system, where you will enter your payment card details. The data will be verified and if the transaction is authorized, Alexshop.me and you receive feedback that the payment was made.

Our agent will call you on the phone to verify once again your data and correctness of the order, after which you will receive the requested products.

Abuse of customer payment card

Article 72

In the case of a distance contract concluded with an abused customer payment card, the damaged customer has the right to request a refund from the seller and if the payment was made to require a refund or a fee for the payment, increased by default interest for the period from the day the payment was made.

2. Payment by cash on delivery

For this type of payment, you pay the order on delivery. Delivery is done by courier service Montenomaks and in this case payment can only be made in cash. After logging in with your username and password, you can view and select products that you add to your shopping basket. Whenever you change the status in the basket, you will also see the price for the selected items. The next step is to choose a payment method. You choose an option to pay by cash on delivery. In order to proceed, it is necessary to check the field that you are familiar with the terms and conditions of purchase.

By clicking the Order button, Alexshop.me and you will get the order information. You will be contacted by the phone to confirm the order so that products could be sent to your address.

Delivery

Delivery is free of charge on the territory of Montenegro, with no commission or shipping fees. The delivery is done through the courier service Post Express. We deliver and sell only in the territory of Montenegro. Goods are delivered to the address you provided when entering your data in the online purchase process.

If you have decided to pay by cash on delivery, you pay for the goods in cash on the spot, to the courier. The amount you are supposed to pay is the price of the goods listed on the site - no additional fees and postage.

If you have paid for the goods with an internet card, you do not have any charges when delivering.

Customer claim

The customer is entitled to unilaterally terminate the distance contract within seven working days from the day of receipt of the goods without giving reasons. The contract concluded at the distance is terminated by sending a written notice to the seller. The contract shall be deemed terminated at the moment when the seller has received the relevant notice. In the event of a unilateral termination of the contract, the customer is obliged to return the received products at his own expense as soon as possible, but not later than 30 days from the date of making the relevant notice.

Upon expiration of 30 days deadline from the date of sending the notice, the product can no longer be returned. It is possible to return only products that are unused, undamaged and in the original packaging, with all the accessories and accompanying documentation (warranty card, instructions, etc.).

Upon receipt of the product, it will be determined whether the product is functional and undamaged. The buyer is responsible for the malfunction or damage of the product resulting from inadequate handling of the product, i.e. the buyer is solely responsible for the reduced value of the product resulting from the handling of goods in a way that is not adequate, that is, exceeding what is necessary to determine its nature, characteristics and functionality. If it is determined that a defect or product damage has been caused by the fault of the buyer, the refund will be refused and the product will be returned to him at his expense.

The seller is obliged to return to the customer, without any delay, the amount paid by the customer on the basis of the contract, and at the latest within 30 days from the day of the receipt of the notice of termination.

Article 66

(1) The customer has the right to unilaterally terminate a distance-closed contract within seven working days from the date of receipt of the goods, i.e. for services from the date of conclusion of the contract or receipt of the certificate referred to in Article 65 of this Law, if the receipt of the certificate was followed after the conclusion of the contract.

(2) The customer has the right to terminate the contract unilaterally within three months from the date of receipt of the goods, or for services since the date of conclusion of the contract, if the seller did not issue the certificate referred to in Article 65 of this Law.

(3) If the seller delivers to the customer the certificate referred to in Article 65 of this Law within three months from the day the customer received goods or services since the date of conclusion of the contract, the time limit referred to in paragraph 1 of this Article shall begin to run from the date of receipt of the certificate.

Method of unilateral termination of the contract

Article 67

(1) The contract concluded at a distance shall be terminated by sending a written notice to the seller.

(2) The contract shall be considered terminated at the moment when the seller received the notification referred to in paragraph 1 of this Article.

(3) The contract is terminated on time if the notice of termination is sent within the deadlines referred to in Article 65 of this Law.

Consequences of unilateral termination of the contract

Article 68

(1) In case of unilateral termination of the contract, the customer shall, at his own expense, return the goods received to the trader as soon as possible, and at the latest within 30 days from the date of the sending notification referred to in Article 67 paragraph 1 of this Law.

(2) The customer shall not be liable for the damage suffered by the seller due to the termination of the contract and shall not be liable to pay damages, other compensation, costs, interest or punishment due to the termination of the contract.

(3) The seller is obliged to return to the customer as soon as possible, and no later than 30 days from the day of receipt of the notice of termination, the entire amount that the customer paid on the basis of the contract until the moment of termination, increased by the amount of default interest from the receipt of the written notice about termination until payment.

Exceptions to the right to unilaterally terminate the contract

Article 69

The customer shall not be entitled to unilaterally terminate a distance contract, unless otherwise agreed, if the contract is about:

- 1) the provision of a service began with the explicit consent of the customer before the expiration of the period in which the customer was entitled to ask termination of the contract;
- 2) the sale of products whose price depends on the movement in the financial market that the seller could not influence;
- 3) sale of products made according to customer specification or adjusted to the personal needs of the customer or product which due to its nature can not be returned or is subject to fast deterioration;
- 4) sale of audio and video and computer programs that the customer has unpacked;
- 5) sale of newspapers, periodical publications and magazines;
- 6) lottery games

Quality assurance

Alexshop.me guarantees the quality of its products. All products are original brands. The warranty provider, within the warranty period, at its own expense ensures the removal of defects and defects of the product resulting from the discrepancy of the actual with the prescribed or declared characteristics of product quality. In case of non-fulfilment of this obligation, the warranty provider will replace the product with a new one or return the money.

The warranty period begins with the date of sale of the product, which is entered in the warranty card and verified by the seal and signature of the authorized seller. The buyer loses the right to a guarantee if

the defect is caused by failure to comply with the given instructions for use and if any unauthorized persons have been repairing the product.

In order to avoid misunderstandings, during delivery, the customer's duty is to inspect the product and to indicate possible mechanical damage as well as damage caused during transport, since later remarks and complaints are not accepted.

Complaints and returns of goods

You can make a reclamation/complaint in the following cases:

1) Complaint on receipt - If during the receipt or first putting in operation is found that the delivered product is damaged, incomplete or defective, the buyer has the right to complain. The warranty provider will repair the defective device, replace the product with a new one or return the money as soon as possible.

In the case of returning goods and returning funds to a customer who has previously paid the product with payment cards, in part or in full, ``W2 Company`` d.o.o. Podgorica is obliged to make a refund exclusively through VISA, EC / MC and Maestro payment methods, which means that the bank will, at the request of the seller make a refund to the card user's account.

2) Complaint within the guarantee period - The warranty provider within the warranty period, at its own expense, ensures the removal of defects and defects of products arising from the mismatch of the actual ones with the prescribed characteristics of the product quality. In case of failure to perform this obligation, the warranty provider will repair the defective device, replace the product with a new one, or return the money. In this case, you are sending the product for a service only at the address of an authorized service centre that is entered on the warranty card. In case of sending the product to an unauthorized service, the product loses its warranty.

3) Cancellation of the order - The deadline for the refund of money and the determination of the reliability of what the buyer has stated when returning the goods is 45 days from the receipt of the goods for a service. After that, the authorized service for that product decides whether to give the customer a new product or make a refund. For accepted complaints ``W2 Company`` d.o.o. Podgorica bears transport costs.

To be eligible for a claim, it is necessary to:

- You place the product in the service centre indicated on the warranty card in the original packaging
- to submit an original warranty card
- Give a description of the malfunction
- after that, all information about the status of the product customer will exclusively obtain from the authorized service centre where the product has been left

Internet payment protection

When making a card payment through the Internet, the card data entry is made on the Bank's secure website and is transmitted over the Internet in a protected (encrypted) form using the SSL protocol and the PKI system. At no time, payment card data is not available on our system.

If you own a Visa, MasterCard, or Maestro payment card approved by an online payment publisher bank, you can choose this payment method. After you confirm the order, you will be redirected to the NLB bank page, where you enter your payment card information and make the payment. If the transaction is successful you will be returned to our site with the notification that payment has been successfully completed. In case your payment fails, you will be returned to our site with the notification that payment has been unsuccessful and you will be able to repeat the payment or choose another payment method. For security reasons, your payment card details are only visible to a NLB bank as a card processor. The Bank's site is protected and secure for this payment method.

All payments will be made in euro (EUR).

Data privacy

The end user who has any questions regarding the confidentiality of the data can send an e-mail to the address: support@alexshop.me

By accessing or using our website, the end user verifies that he has read, understands and agrees with all the terms and conditions of the confidentiality of the data and the methods of use, www.alexshop.me internet site.

If the End User does not agree with this Statement of Confidentiality, we will instruct the End User to leave, and do not access or use our website.

``W2 Company`` d.o.o. Podgorica reserves the right to change the Privacy Statement at any time. For this reason, visitors are recommended to periodically check the content of this page.

We commit ourselves to protecting customer's personal data, by collecting only the essential, basic customer information required to fulfil our obligations.

The data collected alexshop.me processing for the purpose in which they are given, that is, for the purpose of using the websites and providing the desired services.

Engaging in identification activities and giving personal information is a decision of the End User. If the End User does not provide such mandatory information for a particular activity that requires them, he / she will not be allowed to engage in such activity.

Alexshop.me online will not share End User's personal information with other parties except in the cases mentioned below and, in the situation, when the positive regulations require and permit.

We may only share your personal information with service delivery providers, ordering, package delivery, sending mail and email.

Consent and change of conditions

Use of our services implies the consent of the user with all the information on this page. ``W2 Company`` d.o.o. Podgorica - is committed to adhering to all of the above, and all changes to the Terms become valid only after publishing on this page and sending email notifications to all registered users

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Any access to this web site or any part of it, it is considered that the user is familiar with all the rules and possible risks arising from its use, and fully accept them.