

TERMS AND CONDITIONS

WHO ARE WE?

Kingsbox d.o.o., which owns the KingsBox brand, is one of the leading providers of functional equipment on the European market. Kingsbox operates in Europe, the Middle East and beyond.

CONTACT

If you have any questions about our products, use of our website, delivery or returns, we will be happy to answer them.

Phone number: +386 18 28 08 97

Email: info@kingsbox.com

OPENING HOURS

Monday - Friday: 8:00 - 16:00

Saturday, Sunday and public holidays: closed

WHERE WE ARE LOCATED

The Kingsbox online shop is operated by Kingsbox d.o.o.

Head office: Bazoviška cesta 7a, 6210 Sežana, Slovenia

Office: Partizanska 129, 6210 Sežana, Slovenia

Warehouse: Partizanska 129, 6210 Sežana, Slovenia

GENERAL TERMS AND CONDITIONS OF BUSINESS

The General Terms and Conditions of the KingsBox online shop are drawn up in accordance with the Consumer Protection Act (ZVPot), the Personal Data Protection Act (ZVOP-1) and the Electronic Communications Act (ZEKom-2).

KingsBox is an online shop operated by Kingsbox d.o.o., Partizanska 129, 6210 Sežana, tax number: SI75138913, registration number: 6861300000. The General Terms and Conditions of Business determine the operation of the KingsBox online shop, the rights and obligations of the user and the shop, and regulate the business relationship between the KingsBox shop or the company Kingsbox d.o.o. and the buyer or consumer.

Please read and follow the terms and conditions carefully before making a purchase. By using the website, you signify your acceptance of these terms and conditions. If you do not agree to the terms and conditions, please do NOT use the above-mentioned online shop.

PRICES

All prices include VAT and are quoted in EUR.

Prices are valid at the time of placing the order and have no predetermined validity.

Prices are valid in the case of payment by the payment methods and on the terms and conditions set out in this document or in the General Terms and Conditions.

COURSE OF ACQUISITION

The purchase contract between KingsBox and the Buyer is concluded in the KingsBox online shop at the moment when the KingsBox website sends the Buyer the first e-mail about the status of the order (with the subject line: order confirmation). From that moment on, all prices and other conditions are fixed and apply to both the KingsBox Seller and the Buyer. The person with the details provided at the time of placing the order shall be deemed to be the Buyer or Consumer. No subsequent changes to the Buyer's details are possible.

All company details must be entered at the time of ordering. No tax refund can be made after the purchase has been made.

PAYMENT METHODS

The KingsBox website allows the following payment methods:

- **Payment by invoice**

By email info@kingsbox.com or by phone +386 18 28 08 97, the buyer tells us in advance what kind of invoice he would like and a sales consultant helps him choose the equipment he would like to buy. For orders received during office hours (8.00 - 16.00), the sales advisor tries to respond the same working day. First, he sends an informative estimate to the buyer by e-mail, then he coordinates with the buyer on any changes to the estimate and, once he has received confirmation from the buyer that the estimate is correct, he sends the final version to the buyer by e-mail.

- ➔ **Bank account details**

NLB d.d.

IBAN: SI56 0294 5026 3969 527

SWIFT / BIC: LJBAS12X

Bank account: Kingsbox d.o.o.

Tax number: SI75138913 / 6861300

Address : Bazoviška 7a, 6210 Sežana, Slovenia

The KingsBox online shop sends the goods after it receives payment from the buyer.

- **Payment in cash upon receipt of shipment**

In the payment options, the buyer selects the Cash on delivery option. Upon receipt of the order, the KingsBox Online Shop will forward it to the warehouse where the products will be prepared. When the products are ready, KingsBox notifies the buyer by email. On receipt of the parcel, the customer pays the invoice to the delivery service that delivered the parcel to him.

- **Payment via PayPal**

When the customer has added the selected products to the basket and wishes to complete the order, he can also select the PayPal payment option.

- **Direct debit to payment card**

The payment process is carried out by the customer during the data entry in a special online form. The buyer can choose between Visa, Mastercard, Discover, Amex, UnionPay and Maestro.

When paying online by credit card, please notify us at info@kingsbox.com if you cancel your order or change your payment method.

DELIVERY TIME

At Kingsbox d.o.o. we aim to process ordered goods as quickly as possible, within 4 to 7 working days of order confirmation (unless otherwise stated on the product). The above processing time applies to products under "In Stock" status. If the product is in "Out of Stock" status, the delivery time of the product can be requested in person by contacting info@kingsbox.com or +386 18 28 08 97.

After placing an order, the Customer will receive an order confirmation e-mail containing a list of the items ordered, the total price and the recipient's address.

DELIVERY

We work with various delivery services. The estimated time of dispatch of what is in stock is 3 days after order confirmation. During holidays and weekends, the delivery time will be extended by the time of the public holidays. Delivery shall be made to the address indicated by the customer at the time of registration or order. If the Customer is not at home at the time of delivery, the parcel will be waiting for him at the nearest post office or the delivery service will call him and personally arrange a time to deliver the parcel to him. In no event shall KingsBox be liable for any damages resulting from longer delivery times or from non-delivery of items that it does not have in stock in its own warehouse.

DELIVERY CHARGES

Delivery costs are charged according to the price list of the chosen delivery service.

For purchases over €3990, delivery within European union is free of charge.

PERSONAL PICK UP

Products purchased in the Kingsbox (online) shop can also be collected by the customer in person at the Kingsbox d.o.o. warehouse during the warehouse opening hours, by prior arrangement with the employees (date, time). When the ordered goods are ready for collection, the company will notify the customer by e-mail and/or by calling the telephone number provided by the customer on the website when placing the order. In the case of personal collection, the Buyer is obliged to pay in advance, as payment at the point of collection is not possible.

Collection is only possible on presentation of an invoice. For an invoice, please contact our customer service department at info@kingsbox.com.

ORDER CANCELLATION

Consumers may cancel an order placed on the Website at no additional cost until they have received an e-mail informing them that their order has been dispatched. Cancellation is possible by email to info@kingsbox.com or by calling +386 18 28 08 97.

DATA PROTECTION AND PRIVACY

The information provided by the customer is strictly confidential and is treated in accordance with the Personal Data Protection Act (Official Gazette of the Republic of Slovenia, No. 59/1999, 57/2001, 59/2001-corrected) and the Consumer Protection Act - ZVPot-UPB1 (Official Gazette of the Republic of Slovenia, No. 14/03).

By means of the online forms on the KingsBox website, the Buyer provides his/her personal data, which are collected and processed by the website operator, which collects and processes only those personal data of the User that are strictly necessary for the quality and smooth execution of the electronic commerce: name and surname, address, e-mail address, delivery address, telephone number, information on the time and object of purchase.

The user and the KingsBox website operator agree that the data to which access is granted in the case of electronic services is a business secret and will therefore be properly protected and not disclosed to third parties without an appropriate legal basis. For the purpose of delivery, the operator will only provide the user's address details to the delivery service.

The Website Operator undertakes to provide electronic services in a responsible and professional manner in accordance with the principles and standards of information security.

RETURNS AND COMPLAINTS

Even if we do our best to carefully select, pack and ship products, errors or problems may occur.

You can find all the information about returns and complaints [here](#).

MATERIAL DEFECTS

The seller must deliver the goods to the consumer in accordance with the contract and is liable for material defects.

What is a material defect?

- When the goods do not have the characteristics necessary for their normal use or circulation,
- When the goods do not have the characteristics necessary for the particular use for which the buyer is purchasing them, which was known or should have been known to the seller.
- When the goods do not possess the qualities and characteristics which were expressly or tacitly agreed or prescribed.
- When the seller has delivered an article which does not correspond to a sample or model, unless the sample or model was shown for information purposes only.

The suitability of the article shall be verified by other goods of the same kind and by the declarations of the seller or by the indications on the article itself. The Buyer is obliged to notify the Seller of any material defect within the statutory time limit at the Buyer's own expense, enclosing a detailed description of the material defect and giving the Seller the opportunity to inspect the item.

The seller shall not be liable for material defects in the goods which become apparent after two years have elapsed since the goods were delivered. A defect in the goods shall be deemed to have existed at the time of delivery if it appears within six months of delivery.

A consumer who has duly notified the seller of a defect shall have the right to require the seller to:

- to remedy the defect in the goods or to refund a proportion of the amount paid in proportion to the defect; or
- replace the defective goods with new faultless goods; or
- refund the amount paid.

The right to claim for a material defect in the goods is regulated in more detail by the provisions of the Consumer Protection Act.

LIMITATION OF LIABILITY

Nevertheless, the processing of data may sometimes cause an error or discrepancy which is then displayed on the website; therefore Kingsbox does not guarantee or warrant the accuracy of the information and content on the KingsBox website. The company is also not liable for minor variations in the resolution of the images, which may depend on the screen resolution. If a visitor to the website believes that any information on the website is incorrect, please contact us by e-mail at info@kingsbox.com or by telephone on +386 18 28 08 97. If it turns out that the information displayed on the website was indeed incorrect, Kingsbox d.o.o. will allow the buyer to cancel the contract or exchange the item. We sincerely apologise in advance for any errors.

Kingsbox d.o.o. is not responsible for the occasional non-functioning of the website and is not responsible for the content of product reviews written by visitors to the website. Kingsbox d.o.o. reserves the right to reject any such review if it is manifestly untrue, offensive or inappropriate.

All images are symbolic. Suppliers of KingsBox brand products are from Slovenia, Italy, Poland and China.

GENERAL TERMS AND CONDITIONS FOR KINGSBOX PROMOTIONAL CODES

KingsBox promotional codes/coupon codes can only be redeemed on new KingsBox products (not valid for products in the "Used" and "Outlet" categories). Promotional codes are not valid for products for which KingsBox is a distributor only (Concept2, Xebex, Assault, Sprintrack, etc.), for products that are already discounted and for all products in the "Flooring" category. The customer can only use one promotional code per order, it is not possible to redeem several promotional codes at the same time. This applies to all KingsBox promotional codes, unless different conditions of use are written for a specific promotional code.

COMPLAINTS AND DISPUTES

KingsBox complies with the applicable consumer protection legislation and endeavours to fulfil its duty to provide an effective complaint handling system. In the event of a problem, the Buyer may contact the Seller Kingsbox by e-mail at info@kingsbox.com or by telephone on +386 18 28 08 97. The complaint handling process is confidential.

Kingsbox shall use its best endeavours to resolve any disputes amicably. If this is not possible, the said disputes shall be settled by the competent court in Koper.

ASSISTANCE AND FURTHER QUESTIONS

If you have any further questions regarding our offer, we will be happy to answer them. Alternatively, you can email us at info@kingsbox.com or call us on +386 18 28 08 97.