

Divine Nektar

TERMS & CONDITIONS

Welcome to our Company's website <https://www.elixirqbee.com>. Our Company has a VAT number 802098125 and is registered in the General Commercial Register with no.: 169906301000 in accordance with applicable legislation.

1. Preamble

Before browsing our website, please read the Terms of Use and Purchases carefully, as they contain binding terms and conditions for the use of the website, orders and the conclusion of sales. Any order requires and entails the unconditional acceptance of the present general conditions of sale. These terms may not be modified, except with the prior written consent of our company.

2. Orders

Our Company is committed to the accuracy, truthfulness and validity of the information contained on our website. Information about our products is available on this website. Each order must include all the necessary information for its proper execution. Each order binds our Company and it will be accepted, from the date of its acceptance, only if you'll receive a relevant document from our Company. No order may be modified or cancelled, in whole or in part, after 24 hours since the order was received by our Company. Our Company will promptly inform you of any unavailability of displayed products through appropriate markings that will appear on our website, next to the unavailable product. Our Company reserves the right to change the prices of its products whenever it deems necessary and without prior notice, with only their announcement through its website. All sales are accompanied by a legal sales receipt, which lists the items, quantities and all charges in detail (VAT, shipping costs, costs for the cash on delivery service). The sales receipt is enclosed within the order package. The Company maintains a copy of each sales receipt in its archives.

3. Deliveries

Prices include shipping and transportation costs of the products to the Client's port/airport. Our Company will make every reasonable effort to comply with the delivery time set for each order. However, the delivery time is agreed indicatively and so any excess of it may not cause any damage, penalty, claim for compensation or cancellation of the order. In addition, the delivery time depends on the timely receipt of all information to be provided by the Client to us. Upon delivery, the Client checks the nature, condition, quantity and generally the compliance of the delivered products with the content of the relevant order. In any case, any reservation or disagreement regarding the conformity of the delivered products with the order must be stated by the Client explicitly and in detail on the delivery note upon receipt of the products and notified in writing to our Company no later than three days from the receipt of the order. The Client must provide any information/explanation regarding the non-compliance of the products and take all measures so that our Company can ascertain/confirm such non-compliance. Return of products may be accepted only with the prior consent of our Company which we may refuse at our sole discretion. No returns will be permitted after 30 (thirty) days from the date of issue of the relevant invoice.

4. Limitation of Liability

Our Company makes every effort to ensure that the information and data contained in our website are correct and complete. However, given the nature and volume of the internet, we are not responsible for any form of damage suffered by the user of our website. In no case is our Company liable for any damage caused. The articles and information on our website are intended solely to inform the Customer and do not replace experts or doctors. The acceptance or use of any information appearing on our website is at your sole risk.

Our Company's priority is the high quality of the products available through our website and the absolute satisfaction of its customers.

In the event of defective products, the Company is liable according to the provisions of articles 534 et seq. of the Civil Code. If you find that the product you received is defective, please contact our company immediately at the email address info@elixirqbee.com, to be informed about the product replacement or refund process after returning the defective product. In no event shall our Company be liable for any direct or consequential damages, loss of profit, and/or order, and/or customer, damage to the image and reputation of the Clients' brand or business and professional loyalty, damage due to delay. Our Company's liability is limited to the invoiced value of the products, excluding VAT. This clause does not exclude liability based on mandatory provisions or the exercise of the related rights of consumers. Any misprints do not create any obligation for our Company.

5. Invoicing – Payment

Our Company reserves the right to change prices of the products at any time and especially to adjust the price of the products if the cost factors that determine the price increase. In the event that the delivery date of the ordered products is extended, at the request of the Client, beyond the initially agreed time, our Company reserves the right to adjust the price of the products, if, by the extended agreed date of delivery of the products, the aforementioned cost factors that determine the price of the products increase. In case of late payment of an invoice, our Company may suspend the execution of all orders of the Client that are in progress. In the event that the Client fails to pay the amount of the relevant invoice within the agreed time limit, in whole or in part, he shall be in default without any further notice being required. If the Client becomes in default as above, then our Company will be entitled to statutory interest on the outstanding invoice, including VAT. Our Company expressly reserves the right to exercise its other rights and in particular to seek compensation for any further damage suffered as a result of the Clients' default.

6. Force majeure

In case of force majeure or circumstances beyond the control of our Company, we do not bear any responsibility for any damage that may result from the total or partial non-execution of the order. If, as a result of a force majeure event, (anything that disrupt supply chains or trading operations) the execution of the order becomes impossible within a reasonable time, each of the parties has the right to withdraw from the sales contract by simple written notice to the other party and without either party being entitled to compensation.

7. Intellectual Property / Copyrights

The copyright of the content and services of our website (including but not limited to product names, logos and distinctive features, texts, graphics, images, designs, videos and combinations thereof) are protected by Greek, EU and international intellectual property laws. The registered trademarks are exclusive trademarks of our Company protected by the relevant trademark laws. Their appearance on our website should in no way be construed as a transfer or assignment of a license or right to use them. Any copying, distribution, transfer, modification of the content of our website is prohibited.

8. Personal data

Personal data transmitted to our Company by the Client is processed for the purpose of managing and executing orders and related sales contracts and may be used for these purposes by our Company and its business partners responsible for the execution, delivery and payment of orders. Any natural person, by proving his/her identity, may exercise his/her right of access, correction and/or deletion of the personal data concerning him/her kept in the databases of our Company upon written request addressed to our Company by mail and sent to the company's registered office.

9. Commitment of the parties

Our Company is committed to a responsible approach that all customers, distributors, suppliers or other stakeholders must comply with. The parties shall demonstrate transparency in commercial transactions and shall respect laws and regulations on corruption and personal data processing. The parties should promote diversity and equality at a social level, ensuring the health and safety of all workers, while respecting labour law. The Parties shall make every effort to effectively reduce the carbon footprint they cause, promote reuse, purchase, use resources responsibly, better manage waste in accordance with applicable regulations and raise awareness among their managers, members and employees to this end.

10. Applicable law and jurisdiction

These terms are subject to Greek Law. Any dispute arising in relation to the validity, interpretation and enforcement of these terms and the orders regulated by them shall be subject to the exclusive jurisdiction of the competent Courts of Athens.

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