Withdrawal from contract

If you bought the goods as a consumer, you may withdraw from the contract **within 14 days** of receiving them, even without giving a reason. The quickest way is online, with the button **Withdraw from the contract here** on this page. You will also find here instructions on how to proceed and a model form.

Instructions on exercising the consumer's right to withdraw from the contract

1. Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which you, or a third party other than the carrier indicated by you, take over the goods. If goods ordered in one order are delivered separately, the period will expire after 14 days from the day on which you, or a third party other than the carrier indicated by you, take over the goods delivered last.

To exercise the right of withdrawal, inform us of your decision to withdraw from this contract by an unequivocal statement (for example a letter sent by post or an e-mail) at the address: Care Centre s.r.o., Repašského 1947/3, 841 02 Bratislava – mestská časť Dúbravka, Slovakia, telephone +421 911 111 473, e-mail info@carecentre.sk. We also accept letters at the address of our establishment at Mliekarenská 5, 821 09 Bratislava, Slovakia. For this purpose you may use the model withdrawal form that we have handed over or sent to you, but its use is not obligatory.

You can also exercise the right of withdrawal online at carecentre.sk/en/withdrawal-from-contract/ with the button **Withdraw from the contract here**; a link to it is also in the footer of every page of the online shop. If you use this option, we will provide you without delay, on a durable medium (for example by e-mail), with an acknowledgement of receipt of the withdrawal, including its content and the date and time it was sent.

The withdrawal period is observed if you send your notice of exercising the right of withdrawal before the withdrawal period has expired.

2. Effects of withdrawal

After withdrawal from the contract we will reimburse to you all payments you made in connection with the conclusion of the contract, including the costs of delivering the goods to you. This does not apply to supplementary costs if you chose a type of delivery other than the cheapest standard type of delivery offered by us. Payments will be reimbursed to you no later than 14 days from the day on which your notice of withdrawal from this contract is delivered to us. The reimbursement will be made in the same way as you used for your payment, unless you have expressly agreed to another means of reimbursement, and without charging any additional fees.

We may withhold reimbursement until the goods have been returned to our address or until you have supplied evidence of having sent the goods back, whichever is the earlier.

Send the goods back to us or bring them to our address at Mliekarenská 5, 821 09 Bratislava, Slovakia, no later than 14 days from the day on which you exercise the right of withdrawal. The deadline is met if you send the goods back before the period of 14 days has expired.

You bear the direct costs of returning the goods.

You are only liable for any diminished value of the goods resulting from handling them in a way other than what is necessary to establish the nature, characteristics and functioning of the goods.

Additional information

The instructions above have the wording of Annex 3 to Act No. 108/2024 Coll. on Consumer Protection. We add to them:

- you may also withdraw before the goods are delivered, and from only part of the goods ordered; we will then refund payments to the corresponding extent,
- with your consent, we will refund a cash-on-delivery payment by transfer to the account you give,
- we do not accept goods sent cash on delivery.

When withdrawal is not possible

The right of withdrawal does not apply in particular to goods:

- sealed in protective packaging which are not suitable for return for reasons of health protection or hygiene, if their protective packaging was broken after delivery — **for cosmetics this means a product whose protective foil, seal or safety closure you removed or broke after delivery**,

- made to your specific requirements or made to measure,
- liable to deteriorate or expire rapidly,
- which, by their nature, were inseparably mixed with other goods after delivery.

Goods with intact protective packaging can be returned within the withdrawal period without restriction.

Where to send the withdrawal

Business name: Care Centre s.r.o.
Registered office: Repašského 1947/3, 841 02 Bratislava – mestská časť Dúbravka, Slovakia
Address for letters and for returning goods: Mliekarenská 5, 821 09 Bratislava, Slovakia
E-mail: info@carecentre.sk
Telephone: +421 911 111 473

Model withdrawal form

(Complete and return this form only if you wish to withdraw from a distance contract or an off-premises contract.)

– To: Care Centre s.r.o., Repašského 1947/3, 841 02 Bratislava – mestská časť Dúbravka, Slovakia, info@carecentre.sk
– I/We* hereby give notice that I/We* withdraw from the contract for the supply or provision of the following product: ……
– Ordered on/received on* ……
– Name of consumer(s)* ……
– Address of consumer(s)* ……
– Signature of consumer(s)* (if this form is submitted on paper) ……
– Date ……

* Delete as appropriate.

Copy the form into an e-mail or print it. It speeds things up if you add the order number and, for a cash-on-delivery payment, the account number (IBAN) to which we should refund the payment; these details are not part of the model form and are not obligatory.