



Dear customers, please read and familiarize yourself with the current Terms of Service of NuCell - BG Ltd.

1. GENERAL CONDITIONS

These Terms and Conditions constitute a binding legal agreement between NuCell BG (the e-store) and the users (you) in relation to the services offered by www.nucell.technology

"NuCell-BG" Ltd. is a company registered under the Commercial Law of the Republic of Bulgaria, with its registered office and management address in. Sofia, 18A Shipchenski Prokhod Blvd, et 3, office 9 - UIC: 206481852; VAT number.

The indicated address of "NuCell-BG" Ltd. is also considered to be the address to which consumers may send any complaints within the meaning of Art. 4 of the Consumer Protection Act.

2. ABOUT YOUR PRIVACY

nova-kletka.com processes users' personal data in accordance with the requirements of the relevant local and European legislation in the field of personal data protection. More information about this can be found in the Privacy Policy on our website.

3. YOUR ORDER

Each order of a product or service through the nucell.technology.com system is linked to a payment obligation by the payment method of your choice. We accept orders 24 hours a day, also on weekends and public holidays. In the order process, you have the opportunity to see the products you are buying and their prices, your names,

e-mail address (email), telephone number, physical address, postal code, method of delivery and method of payment. Upon completion of the order, and if we find incomplete shipping or contact information during processing, we will contact you at the phone number or email provided to confirm the same information. In this case, your order will not be fulfilled until you are contacted and the information is confirmed. You will be notified of any change in order status (confirmation, processing, shipment, etc.) by email, text message (SMS) and/or message via the Viber communication platform.

Ordering a product(s) through the e-shop implies consent to a distance purchase contract, which is governed by the Consumer Protection Act.

The process of initiating/starting orders can also be done by phone at +359 0888667836 (at a price according to your tariff plan with the telephone operator you use).

Our working hours for placing orders by phone are from 09:00 to 19:00 (Bulgarian time zone) on days from Monday to Friday and from 10:00 to 17:00 on Saturdays and Sundays, except on public holidays or non-working days. To initiate a phone order, users need to provide their name, email address and phone number at the time of the call.

At the provided e-mail address and/or telephone number, a representative of New Cage-BG will send an e-mail, a short text message (SMS) and/or a message via the communication platform Viber with instructions to provide with a counter message via e-mail or Viber detailed information about the order requested by the user, namely:

names, email, phone number, physical delivery address, incl. postal code, method of delivery (to home or to the office of a courier with whom NuCell-BG works), the products ordered

by type (incl. SKU number of the respective product from the e-shop) and quantity. Upon receipt of complete and sufficient information for the requested order, Nu Cell-BG shall, at its sole discretion and subject to available quantities, accept and confirm the order with a notification follow-up message via email, Viber and/or SMS to the user containing the entire accepted order and the estimated delivery date. NuCell-BG shall be entitled to create a user profile in NuCell-BG's e-shop/system with the data provided at and on the occasion of the order placement. The access data to the created profile shall be provided to the user upon request or with the final notification message confirming the order accepted by Nu Cell-BG. Orders initiated over the phone are paid for by users cash on delivery.

You can always contact our team at tel. +359 888667836 (at a price according to your tariff plan with the phone operator you use) to get information about our products, services, to make a claim or to check the status of an order already placed through the system of NuCell-BG or started by phone.

4. PRICES

All prices are in Euro including VAT. The prices of the products are shown without the shipping cost, which is added automatically when finalizing the order.

5. PROBLEMS IN ORDER EXECUTION

Although we strive to fulfill all orders punctually, the fulfillment of your order may be prevented for any of the following reasons:

1. We do our best to have stock available and to update stock in a timely manner, but it is possible that some of the products ordered may not be available; in this case we will

- contact you as soon as possible by phone or email message
2. You have selected "Pay by Card", Paypal or Revolut but no payment has been made or there is a delay in payment.
 3. You have provided incorrect or incomplete delivery details - name, address, telephone number, postcode.

In the event of a discrepancy between the products received and the products ordered, or if an inaccuracy occurs due to our fault, we will bear the cost of the subsequent return and replacement of the non-conforming products. In the event of non-delivery through no fault of NuCell - BG (you are not at the address provided or do not answer the supplier's calls), your order will be returned to us until we contact you, in which case you will also be liable for the cost of any subsequent delivery or attempted delivery.

6. PAYMENT

Orders are payable by your choice, by one of the methods specified in the e-shop. By choosing a payment method other than cash on delivery/pay on delivery, you agree to pay the price of your order in advance via a virtual POS terminal/Paypal account or Revolut account.

We offer 2 ways to pay:

1. Payment on collection from our office: you pay on the spot at our office, upon receipt of the order.
2. Payment by bank card, Revolut account or Paypal account: you pay during the online order process using the relevant functionality.

7. DELIVERY AND RECEIPT OF PRODUCTS

We will process and prepare your order for shipment the day we receive it. For delivery we use a combination of **Econt's** services (to address and office).

8. WHEN TO EXPECT YOUR ORDER

We deliver from 1 to 3 working days 99% of orders accepted by 5.30 pm on working days for main cities and Sofia. *According to the schedule of the courier company ECONT.

9. ORDER CANCELLATION AND RETURN

You may return products purchased from us without a reason for return within 14 days from the date of purchase under the following conditions:

- Products to be in their original packaging
- No signs of use, distorted appearance or smudging
- To include the original invoice or order with which you received the products (with your order you will receive an accompanying document - a fiscal receipt upon payment upon delivery or an invoice at your request)
- The cost of returning the products is at your expense

You may exchange the products for others or we will refund the value if you do not want an exchange. We refund the value of the products, excluding the cost of shipping. We will only refund any amounts paid on delivery or on the spot by bank transfer to your personal account within 14 days of the date you notify us of your cancellation. Any amounts paid by debit/credit card will be refunded to the same account (card) from which payment was made.

Return address:

Shipchenski Prohod Blvd
18A, floor 3, office 9
NuCell - BG Ltd

You can fill in and send us the following standard form for refusal under Article 52(2) of the CPA:

Standard form for exercising the right of withdrawal:
(fill in and send this form only if you wish to withdraw from the contract)

- To NUCELL-BG EOOD, address. Sofia, 18A Shipchensky Prokhod Blvd, et 3, office 9.
- Ordered on*/received on*
- Name of user(s)
- Address of the user(s)
- Signature of the user(s) (only if this form is on paper)
- Date

* Unnecessary is crossed out

10. COMPLAINTS AND QUESTIONS TO US

A customer who is a consumer within the meaning of the Consumer Protection Act may file a claim within two years from the delivery of the goods, but not later than two months from the discovery of the non-conformity. For a customer who is not a consumer, the time limits set out in the Obligations and Contracts Act shall apply. Transport costs for courier to return goods in the event of a claim shall be paid by the consumer. In the event that the complaint is satisfied, NuCell - BG shall reimburse the consumer for the transport costs incurred for sending the goods from the courier company's office/post office to the above return address, provided that the consumer has provided NuCell - BG with proof of the costs incurred. In the event that the complaint is not satisfied, the transport costs for sending the goods to the address of NuCell - BG

as well as the cost of returning the goods back to the consumer, shall be borne by the latter.

Please contact us on +359 888667836 to discuss any issues relating to the products or services provided by NuCell - BG

11. DISPUTES. ALTERNATIVE DISPUTE RESOLUTION

The supervisory authority for the protection of consumer rights in Bulgaria is the Commission for Consumer Protection, with its address at 1000.

Sofia, Slaveykov Square №4A, floors 3, 4 and 6; tel.: (02) 980 25 24; Fax: (02) 988 42 18; Hotline: 0700 111 22 ; Website: www.kzp.bg.

In the event of disputes concerning obligations arising from online sales contracts where no agreement has been reached, you may refer the dispute to the Alternative Dispute Resolution (ADR) bodies under the terms and conditions of Article 181a et seq. of the Consumer Disputes Act. Further information on alternative dispute resolution for consumer disputes can be found on the website of the Commission for Consumer Protection at <https://kzp.bg> and on the online dispute resolution platform [ADR](#).

12. CONTENT AND COPYRIGHT

The Website contains copyrighted materials and text, images, graphics, logos, databases and software that are owned or licensed by NuCell - BG and are protected by Bulgarian and other applicable copyright, related and other intellectual property laws and conventions. Reproduction of the content of the Website and/or any of its intellectual property elements may only be made with the written consent of Nova Cage - BG. The use of the services and the website does not grant the users any rights to the intellectual property objects in their entirety, nor to any part of them.

13. ABOUT THE PRODUCTS

The information and products on this site are not intended to diagnose, treat, cure or prevent any disease or health problem.

The General Terms and Conditions were last updated on 28.07.2022.