



SULIS

**FORM FOR UNILATERAL TERMINATION OF THE CONTRACT
CONCLUDED REMOTELY**

CUSTOMER INFORMATION

Name and surname: _____

Address: _____

Contact phone number: _____

E-mail address: _____

To: SULIS LIFE, crafts trade, owner Martina Dimitrijević, Horvaćanska cesta 43, 10000 Zagreb

I, _____ (Customers name and surname)

hereby declare that I unilaterally terminate the purchase agreement of the following products:

DATA ABOUT ORDER

Order date: _____ Order code: _____

Delivery date: _____ Bill number: _____

Place and date

Signature (only if filled in manually)

FORM FOR UNILATERAL TERMINATION OF THE CONTRACT CONCLUDED REMOTELY

The legal deadline and the procedure for unilateral termination of the contract

Contract can be unilaterally terminated without specific reason within 14 days after the product, which is subject of the contract, has been given to a buyer or third person picked by the buyer. To achieve the right of unilateral termination of contract, you are obliged to inform SULIS LIFE about your intention within 14 days, sending an e-mail with unequivocal statement to info@sulislife.com, including your name, surname, address, phone number or e-mail, or you can also attach example of unilateral termination of contract. In case of ordering products that need to be sent separately, or in case that product is delivered in more than one consignment, deadline for unilateral termination is 14 days after the last piece or package has been delivered to you or a third person.

Refund from unilateral termination contract

Refund for goods from unilateral termination contract will be executed with no delays, at the latest 14 days after delivering the goods to manufacturer's warehouse address: SULIS LIFE, Horvaćanska cesta 43, 10000 Zagreb, Croatia. Refunds will be made in the same manner as the buyer has made a payment. Please note that the cash-back process may take a couple of days longer until the amount is visible on the customer card. If you choose another method of refunding the amount paid, you do not incur any costs in relation to the refund. We can refund only after the goods are returned to us or after you provide us with proof that you have sent the goods back to us.

Return of goods

Buyer must accomplish a refund of goods without delay and no later than 14 days from when, in accordance with Article 74 of the Consumer Protection Act, he/she informed the seller of his/her decision to terminate the contract. It is deemed that the buyer has fulfilled his/her obligation in time, before expiration of deadline, if he/she sends the goods or delivers them to the manufacturer's warehouse: SULIS LIFE, Horvaćanska cesta 43, 10000 Zagreb, Croatia.

Return costs

Direct returning costs are borne by the buyer.

Buyer Responsibility for value reduction of product

Buyer is responsible for every product value reduction (packaging and product inside packaging) that resulted from handling with the product, except for those which were necessary to determine nature, features and functionality of product.

Remark: The Buyer is obliged to return the delivered goods to the Seller at the address SULIS LIFE, crafts trade, Horvaćanska cesta 43, 10000 Zagreb at his own expense, and SULIS LIFE, trade for trade, Horvaćanska cesta 43, 10000 Zagreb must return the payment only after the goods are returned, ie after the Buyer submits proof that he has sent the products back. As stated in the General Terms and Conditions, the precondition for unilateral termination of the Agreement is that the product has not been used. The products returned by the Buyer shall be returned complete, in the condition in which they were delivered, in the original packaging (commercial packaging in which the goods were delivered), with all relevant documentation, and any label intended to indicate that the product has not been used or damaged must not be removed. If the Buyer returns the defective product with major damage or without parts and documentation and if he does not submit it within the legal deadline, it is considered that the Buyer has not fulfilled its obligation to return the goods and the Seller is not obliged to refund or replace. The Buyer must return the goods without delay, and no later than 14 days after notifying the Seller of its decision to terminate the contract. Confirmation of notification of the unilateral termination of the contract you will be provided, without delay, by electronic mail.