

GENERAL:

When you place an order through our website in electronic format, you accept the preliminary information form and the distance selling contract provided to you.

Buyers are subject to the provisions of Law No. 6502 on Consumer Protection and the Distance Contracts Regulation (Official Gazette: 27.11.2014/29188) and other relevant laws in force regarding the sale and delivery of the purchased product.

Shipping costs, which include shipment expenses, will be borne by the buyers.

Each purchased product will be delivered to the person and/or organization at the address provided by the buyer within a legal period of 30 days. If the product is not delivered within this period, the buyers may terminate the contract.

The purchased product must be delivered complete and in accordance with the specifications stated in the order, along with any warranty documents, user manuals, or similar documents if available.

If the sale of the purchased product becomes impossible, the seller must inform the buyer in writing within 3 days from the date of learning about the situation. The total amount must be refunded to the buyer within 14 days.

NON-PAYMENT OF THE PURCHASED PRODUCT:

If the buyer fails to pay the product price or cancels the payment on the bank records, the seller's obligation to deliver the product will be terminated.

UNAUTHORIZED CREDIT CARD TRANSACTIONS:

After the product is delivered, if it is determined that the buyer's payment credit card was unlawfully used by unauthorized individuals, and if the sold product's price is not paid to the seller by the relevant bank or financial institution, the buyer must return the product to the seller within 3 days, with the shipping cost borne by the seller.

DELAY IN PRODUCT DELIVERY DUE TO UNFORESEEN REASONS:

In the event of unforeseeable force majeure preventing the timely delivery of the product, the situation will be communicated to the buyer. The buyer may request the

cancellation of the order, replacement of the product with a similar one, or postponement of delivery until the obstacle is removed. If the buyer cancels the order, and if the payment was made in cash, the amount will be refunded to the buyer within 14 days from the cancellation. If the payment was made with a credit card and the buyer cancels the order, the product price will be refunded to the bank within 14 days from the cancellation, but it may take 2-3 weeks for the bank to transfer it to the buyer's account.

OBLIGATION TO INSPECT THE PRODUCT:

Before accepting the delivery of the product, the buyer must inspect the contract subject of the goods/service and not take delivery of damaged and defective goods/service such as crushed, broken, torn packaging, etc. The delivered product will be deemed to be undamaged and intact. The buyer must take care to preserve the product after delivery. If the right of withdrawal will be exercised, the product must not be used. The invoice must be returned along with the product.

RIGHT OF WITHDRAWAL:

The buyer may exercise the right of withdrawal from the contract without any legal or criminal liability by informing the seller within 14 (fourteen) days from the delivery date of the purchased product to the buyer or the person/organization at the address indicated by the buyer, through the contact information below.

CONTACT INFORMATION FOR EXERCISING THE RIGHT OF WITHDRAWAL:

COMPANY NAME:

ADDRESS:

EMAIL:

PHONE:

FAX:

WITHDRAWAL PERIOD:

If the purchased item is a service, the 14-day period starts from the date of signing the contract. In service contracts where the performance of the service has started with the

consumer's approval before the end of the withdrawal period, the right of withdrawal cannot be used.

EXPENSES ARISING FROM THE USE OF THE RIGHT OF WITHDRAWAL:

The expenses arising from the use of the right of withdrawal are borne by the seller.

CONDITIONS FOR THE USE OF THE RIGHT OF WITHDRAWAL:

In order to use the right of withdrawal, the buyer must notify the seller in writing via registered mail, fax, or email within the 14-day period and the product must not be used in accordance with the provisions of this contract regarding "Products for Which the Right of Withdrawal Cannot Be Used."

PROCEDURE FOR EXERCISING THE RIGHT OF WITHDRAWAL:

The invoice of the product delivered to the person or the buyer (If the invoice of the product to be returned is a corporate invoice, it must be sent along with the return invoice issued by the company. Order returns with invoices issued for companies will not be completed if an invoice is not issued.)

The return form, the box of the products to be returned, and its packaging, if any, along with its standard accessories, must be delivered complete and undamaged.

RETURN CONDITIONS:

After receiving the notification of withdrawal, the seller is obliged to return the total price and any documents that put the buyer under an obligation within a maximum of 10 days and to take back the goods within 20 days.

If there is a decrease in the value of the product due to the fault of the buyer or if the return becomes impossible, the buyer is liable to compensate the seller for the damages at a rate corresponding to his/her fault. However, the buyer is not responsible for changes and deteriorations caused by the proper use of the product within the right of withdrawal period.

If the total amount of the campaign used by the buyer falls below the campaign limit due to the exercise of the right of withdrawal by the seller, the discount amount utilized within the scope of the campaign will be canceled.

PRODUCTS FOR WHICH THE RIGHT OF WITHDRAWAL CANNOT BE USED:

Products prepared in line with the buyer's request or clearly personal needs, underwear bottoms, swimsuits, makeup materials, disposable products, perishable or expired goods, products unsuitable for return due to health and hygiene reasons if their packaging is opened after delivery, products that are mixed with other products after delivery and cannot be separated due to their nature, except those provided under the subscription agreement, periodicals such as newspapers and magazines, electronic materials delivered instantly, and immaterial goods, audio or video recordings, books, digital content, software programs, data recording and data storage devices, computer consumables, and if their packaging is opened by the buyer, their return is not possible in accordance with the regulation. Also, the right of withdrawal cannot be used for services that have started to be performed with the consumer's approval before the end of the withdrawal period according to the regulation.

Cosmetics and personal care products, underwear products, swimsuits, books, copyable software and programs, DVDs, VCDs, CDs, and cassettes, as well as stationery consumables (toner, cartridge, ribbon, etc.), can be returned only if their packages are unopened, untried, undamaged, and unused.

DEFAULT AND LEGAL CONSEQUENCES:

If the buyer defaults on payment by credit card, the buyer agrees, declares, and undertakes that he/she will pay interest within the framework of the credit card agreement between the cardholder bank and the bank and will be liable to the bank. In this case, the relevant bank may apply to legal remedies; request the costs and legal fees from the buyer, and in any case, if the buyer defaults on the debt, the buyer agrees to pay the damages and losses incurred by the seller due to the delayed performance of the debt.

PAYMENT AND DELIVERY:

You can make a Bank Transfer or EFT (Electronic Fund Transfer) to our,, bank accounts (in TL).

You can use your credit cards on our website to make online payments or use online installment options for all types of credit cards. In online payments, the amount will be charged from your credit card at the end of your order.