

## **ATHLOX ROMANIA – TERMS AND CONDITIONS**

### **Delivery and Payment**

Orders placed by customers in Romania will be delivered to the indicated address via courier within 2–5 working days from the confirmation of the order.

### **Free Shipping**

All orders over 400 RON benefit from free shipping, regardless of distance or package weight. For orders under 400 RON, the shipping cost is only 15 RON.

All products will be properly packaged to ensure their quality during transport.

### **Payment Methods:**

- Online card payment.
  - Cash on delivery – you will pay the courier upon delivery. A receipt will be issued on the spot.
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### **Data Privacy**

All personal data you provide will not be shared with third parties without your prior consent and will be used in accordance with applicable legislation. Data protection is treated as personal. You may at any time request modification, updating, or deletion of your data from our database.

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### **Product Availability and Images**

Displayed availability is approximate, based on the previous day's stock records, and refers to working days.

The product photos are for informational purposes only. There may be differences between the images and the actual product.

Prices and technical specifications are not contractual obligations and may be modified without prior notice.

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### **Order Processing**

Through our online store at athlox.ro, you can conveniently and quickly shop at affordable prices, either electronically or by phone. Orders are placed by selecting the desired product and adding it to the “cart”.

For phone orders, please contact our customer support team at 0757 032 070.

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### **Return Policy**

According to applicable legislation, you have the right to return products ordered from our store within 14 working days, provided the products were purchased by you as a private individual.

**Important:** All return shipping costs will be borne by you, and the value of the returned product will be refunded within 30 days of the return.

You may return any product if the following conditions are met:

- The product must be returned in its original packaging, with all accessories and intact labels.
- Along with your return request, you must keep the original invoice and packaging.
- If the product has been used, it may still be returned as long as it is not damaged and shows no visible signs of use.
- If you received a different product than the one ordered, please notify us by email at [contact@athlox.ro](mailto:contact@athlox.ro) or by phone at 0757 032 070.

In such cases, we will resolve the issue as quickly as possible and do our best to fulfill your original order. Naturally, in this case, all transport costs will be covered by athlox.ro.

**Before returning the product**, please send an email to [contact@athlox.ro](mailto:contact@athlox.ro) including the following information:

your name, order number, a contact phone number, invoice number, and the reason for return. Alternatively, you can call us at 0757 032 070.