

Form for Unilateral Termination of Contract

The consumer may unilaterally terminate the contract within 14 days without stating a reason.

The 14-day period begins from the day when the product is handed over to the consumer or a third party designated by the consumer, who is not the carrier.

If the consumer orders multiple products in one order that are to be delivered separately, or in the case of goods that are delivered in multiple parts or shipments, the 14-day period begins from the day when the last piece or the last shipment of the products is handed over to the consumer or a third party designated by the consumer, who is not the carrier.

If a regular delivery of goods over a specified period is agreed upon, the 14-day period begins from the day when the first piece or the first shipment of the products is handed over to the consumer or a third party designated by the consumer, who is not the carrier.

If the consumer is not informed about the right to terminate the contract, the consumer's right to unilaterally terminate the contract expires 12 months after the end of the 14-day period.

If the seller has provided the consumer with notice of the right to terminate the contract within 12 months, the right to unilaterally terminate the contract expires 14 days after the consumer has received this notice.

For the consumer to exercise the right to unilateral termination of the contract, they must notify the seller of their decision to unilaterally terminate the contract before the expiry of the 14-day period by sending an unequivocal statement by mail to the address Zolli Circle Ltd., Selišće 29, 10000 Zagreb, or by email to zvonimir@zolli.shop, in which they will provide their name and surname, address, telephone number, fax number or email address. The consumer may, at their discretion, also use the example form for unilateral termination of the contract provided below.

The consumer shall fill out the form for unilateral termination of the contract by downloading it in .pdf version.

The seller will immediately confirm receipt of the notice of unilateral termination of the contract to the consumer by email. In the event of contract termination, each party is obliged to return to the other party what was received under the contract. Except when the seller has offered to collect the goods being returned by the consumer themselves, the seller must refund the payment only after the goods have been returned, or after the consumer provides evidence that the goods were sent back to the seller, if the seller was informed about this before receiving the goods.

The seller is not obliged to refund the additional costs resulting from the consumer's explicit choice of a type of transport different from the cheapest type of standard transport offered by the seller. The seller must refund the payment using the same means of payment that the consumer used for the original transaction, unless the consumer explicitly agrees to a different means of payment, with the assumption that the consumer will not be required to pay any additional costs for such a refund.

Unless the seller has offered to collect the goods being returned by the consumer themselves, the consumer must return the goods without delay and no later than 14 days from the day they notified the seller of their decision to terminate the contract.

It is considered that the consumer has fulfilled their obligation to return the goods on time if they send the goods back or hand them over to the seller, or to a person authorized by the seller to receive the goods, before the deadline expires.

The consumer is obligated to bear all direct costs of returning the product themselves. The consumer is responsible for any diminished value of the goods resulting from handling the goods beyond what is necessary to establish the nature, characteristics, and functionality of the products.

To determine the nature, characteristics, and functionality of the goods, the consumer may handle and inspect the goods only in a manner that is customary when purchasing goods in the seller's premises. Goods that the consumer intends to return within 14 days must not be worn, washed, ironed, shortened, altered, have their sewn-in label and/or logo removed, or undertake any other actions that would diminish the value of the goods.

During the period in which the consumer exercises the right to return, they must take due care of the goods and act as a particularly careful and conscientious person. In case of a decrease in the value of the product resulting from the handling of the product, the seller will deduct from the amount of the received purchase price in proportion to the decrease in the value of the goods based on their own assessment, taking into account the objective criteria of each individual case.

To facilitate the consumer's drafting of the written termination of the contract, below is an informative form for unilateral termination of the contract, which they can fill out and send to the seller's address Zolli Circle Ltd., Selišće 29, 10000 Zagreb, or via email to zvonimir@zolli.shop.

The right to terminate a sales contract is not allowed in the following cases:

- when the subject of the contract is goods made according to the consumer's specifications or clearly personalized for the consumer,
- when the subject of the contract is sealed goods that are not suitable for return due to health protection or hygiene reasons if they were unsealed after delivery,
- when the subject of the contract is goods which, due to their nature, are inseparably mixed with other items after delivery,
- when the consumer has specifically requested a visit from the trader for the purpose of carrying out urgent repairs or maintenance; however, if, during such a visit, in addition to the services expressly requested by the consumer, the trader provides other services or delivers goods other than those necessary for carrying out urgent repairs or maintenance, the consumer has the right to unilaterally terminate the contract in relation to those additional services or goods.

When the buyer is a legal entity, the section of these General Terms and Conditions titled "Right to Unilateral Termination of Contract" does not apply. For legal entities, the Obligations Act and the Electronic Commerce Act apply. [Click here for the online contract termination form.](#)

Notice on the Method of Written Consumer Complaints

In accordance with Article 10 of the Consumer Protection Act, consumers can send complaints by mail to Zolli Circle Ltd., Selišće 29, 10000 Zagreb, or by email to zvonimir@zolli.shop.

For Zolli Circle Ltd. to respond to a written complaint not sent by email, consumers are asked to provide accurate information about their name and surname and the address to which the response will be sent. Zolli Circle Ltd. is legally required to respond to a consumer complaint in writing within 15 days from the day of receipt of the complaint.

In the event of a dispute, Zolli Circle Ltd. and the consumer will attempt to resolve the dispute amicably. If that is not possible, the competent court is the Municipal Civil Court in Zagreb, applying Croatian law. Dispute resolution is possible before the Court of Honor of the Croatian Chamber of Commerce or other mediation centers.

Consumer disputes can be resolved through the ODR platform of the European Commission.

If the consumer accepts the General Terms and Conditions, they also accept all other conditions stated on the website www.zolli.shop and all other provisions listed on that website. If the consumer disagrees with any part of the pre-contractual notice or the General Terms and Conditions, they are asked not to use the website www.zolli.shop and not to enter into a sales contract.

Zolli Circle Ltd. reserves the right to change these General Terms and Conditions and rules without prior notice. The General Terms and Conditions are in accordance with the laws of the Republic of Croatia.

If the buyer is a legal entity, the consumer protection rules set out in the Consumer Protection Act do not apply to them. The rules on the written consumer complaints do not apply to legal entities, to which the Obligations Act and the Electronic Commerce Act apply.