

General Terms and Conditions

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1. General Provisions and Definitions

The operator of the Lulashop.sk e-shop is **CSMD s.r.o.**:

- **Name:** CSMD s.r.o.
- **Registered Office:** Čerešňová 1808/4, 979 01 Rimavská Sobota, Slovakia
- **ID (IČO):** 54303257
- **Tax ID (DIČ):** 2121631303
- **VAT ID (IČ DPH):** SK2121631303
- **Registered in the Commercial Register:** Obchodný register Okresného súdu Banská Bystrica
- **Email:** csmdsro@gmail.com
- **Phone:** +421 919 129 124
(hereinafter referred to as the "Seller")

The Buyer is a natural or legal person who submits an electronic order for goods via the website Lulashop.sk.

2. Order and Conclusion of Contract

The purchase contract is concluded upon confirmation of the order by the Seller. Before submitting the order, the Buyer has the opportunity to check and correct the entered data. After submitting the order, the Buyer will receive an automatic confirmation by email. The Seller reserves the right to refuse an order in justified cases (e.g., unavailability of goods).

3. Prices and Payment Terms

The prices listed on the website include statutory VAT (if the Seller is a VAT payer). We offer the following payment methods:

- Online card payment
- Bank transfer
- Cash on delivery (payment upon receipt of goods)
- Cash payment upon personal pickup

4. Delivery of Goods

We strive for fast processing. Goods are usually dispatched within 1–3 working days, but no later than 30 days. Ownership of the goods passes to the Buyer upon full payment and acceptance of the goods.

5. Withdrawal from Contract

The consumer has the right to withdraw from the contract without giving any reason within 14 days of receiving the goods. The costs of returning the goods are borne by the Buyer. The Seller will refund all payments received within 14 days of processing the withdrawal. **Exception:** The right of withdrawal does not exist for goods made or adapted according to the Buyer's specifications (custom-made goods).

6. Complaints and Warranty

The statutory warranty period is 24 months from the receipt of the goods. Complaints can be submitted in writing by email or post to the Seller's address. The Seller will decide on the complaint within the statutory period of a maximum of 30 days.

7. User Account

Registration of a user account on Lulashop.sk is voluntary. The Seller reserves the right to delete accounts that have not been actively used for more than 12 months.

8. Data Protection

The protection of your personal data is important to us. Processing is carried out in accordance with the GDPR (EU 2016/679) and Slovak Act No. 18/2018 Z.z. For detailed information, please refer to our document "Privacy Policy".

9. Limitation of Liability

The Seller is not liable for technical failures of the e-shop, delivery delays caused by the carrier, or errors arising from incorrect or incomplete data provided by the Buyer.

10. Protection of Intellectual Property

All content of the Lulashop.sk website, including texts, photographs, and graphics, is protected by copyright and is the property of the Seller or its partners. Use without prior consent is not permitted.

11. Dispute Resolution

In the event of disputes, the Buyer has the option to contact the Slovak Trade Inspection (Slovenská obchodná inšpekcia) or the European online dispute resolution platform (ODR): <https://ec.europa.eu/consumers/odr>

12. Final Provisions

All legal relations between the Seller and the Buyer are governed by the laws of the Slovak Republic. These General Terms and Conditions enter into force on 19.05.2026.