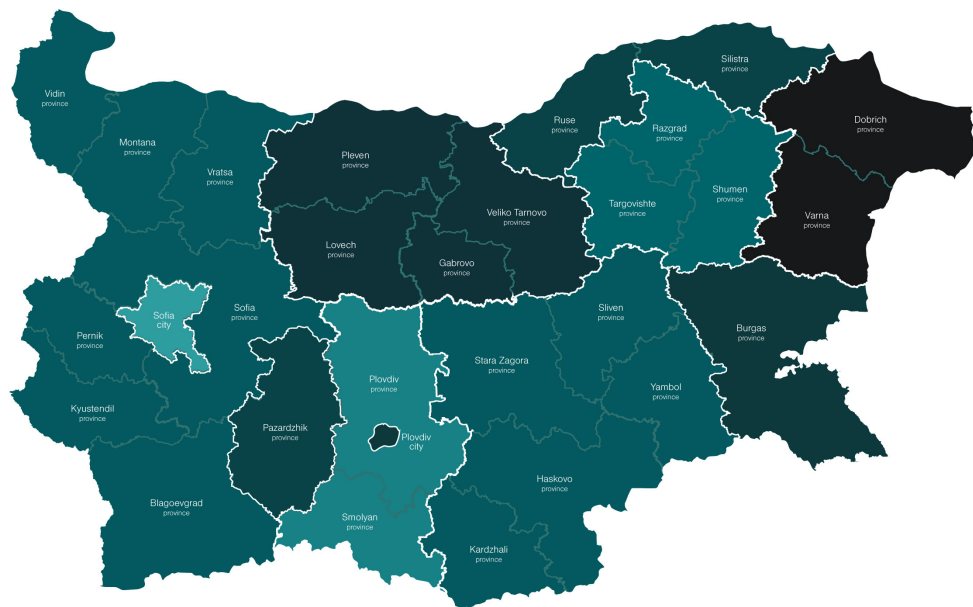


Delivery and Returns

We strive to offer an unbeatable service and deliver our products safely and cost-effectively. Our main focus is serving our customers' needs with a combination of great design, quality products, value for money, respect for the environment and outstanding service. Please read our Delivery terms and details before you complete your order. If you have any questions, we advise that you contact us at 080019889 and speak with one of our customer service associates.



| State | Zone | Област | Зона | Област | Зона |
|-------------------------|---------|---------------------|---------|-----------------------|--------|
| Blagoevgrad Province | Zone 2 | Lovech Province | Zone 11 | Sliven Province | Zone 6 |
| Burgas Province | Zone 7 | Montana Province | Zone 2 | Smolyan Province | Zone 5 |
| Varna Province | Zone 8 | Pazardzhik Province | Zone 3 | Sofia City | Zone 1 |
| Veliko Tarnovo Province | Zone 11 | Pernik Province | Zone 2 | Sofia Province | Zone 2 |
| Vidin Province | Zone 2 | Pleven Province | Zone 11 | Stara Zagora Province | Zone 6 |
| Vratsa Province | Zone 2 | Plovdiv City | Zone 4 | Targovishte Province | Zone 9 |
| Gabrovo Province | Zone 11 | Plovdiv Province | Zone 5 | Haskovo Province | Zone 6 |
| Dobrich Province | Zone 8 | Razgrad Province | Zone 9 | Shumen Province | Zone 9 |
| Kardzhali Province | Zone 6 | Ruse Province | Zone 10 | Yambol Province | Zone 6 |
| Kyustendil Province | Zone 2 | Silistra Province | Zone 10 | | |

Delivery rates:

The delivery is performed by a third-party delivery service provider.

All orders under 20 kg are shipped by courier with door-to-door delivery service.

All orders over 20 kg are shipped by transport company with delivery to building address service.

All orders are processed within 72 hours from the day following the day on which the order is confirmed and given to the courier or transport company for delivery. After the ordered goods are given to courier or transport company for delivery, we will send you a tracking number, which will allow you to check on their website for recent status.

The delivery price is not included in the price of the goods. The transport and delivery costs depend on the weight and volume of the ordered items, the delivery area and any additional services (delivery to apartment entrance, etc.).

The following delivery pricelist is applied.

All prices are in Bulgarian Lev (BGN) with included VAT.

1. Delivery of samples and small packages door-to-door up to 20 kg.

| Kilograms | Zone 1 - Zone 11 |
|-------------|------------------|
| 0 - 1 kg. | 5,60 BGN |
| 1 - 3 kg. | 6,60 BGN |
| 3 - 6 kg. | 10 BGN |
| 6 - 10 kg. | 12 BGN |
| 10 - 20 kg. | 17,50 BGN |

3. Additional service - Delivery to apartment entrance.

If you need assistance by us for delivering the goods to your apartment, this is additionally paid handling service, which you can request by selecting "Delivery to apartment entrance".

| Kilograms | Zone 1 - Zone 11 | Kilograms | Zone 1 - Zone 11 |
|---------------|------------------|---------------|------------------|
| 20 - 50 kg. | 45 BGN | 480 - 580 kg. | 165 BGN |
| 50 - 80 kg. | 65 BGN | 580 - 680 kg. | 185 BGN |
| 80 - 180 kg. | 85 BGN | 680 - 780 kg. | 210 BGN |
| 180 - 280 kg. | 105 BGN | 780 - 880 kg. | 235 BGN |
| 280 - 380 kg. | 125 BGN | 880 - 980 kg. | 265 BGN |
| 380 - 480 kg. | 145 BGN | | |

2. Delivery to building address.

| Kilograms | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 | Zone 6 | Zone 7 | Zone 8 | Zone 9 | Zone 10 | Zone 11 |
|---------------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 21 - 80 kg. | 42 BGN | 48 BGN | 48 BGN | 42 BGN | 48 BGN | 48 BGN | 48 BGN | 48 BGN | 48 BGN | 48 BGN | 48 BGN |
| 81 - 180 kg. | 42 BGN | 56 BGN | 51 BGN | 51 BGN | 65 BGN | 58 BGN | 58 BGN | 60 BGN | 60 BGN | 69 BGN | 62 BGN |
| 181 - 280 kg. | 45 BGN | 63 BGN | 57 BGN | 57 BGN | 77 BGN | 68 BGN | 68 BGN | 72 BGN | 70 BGN | 83 BGN | 72 BGN |
| 281 - 380 kg. | 47 BGN | 71 BGN | 63 BGN | 63 BGN | 90 BGN | 77 BGN | 78 BGN | 83 BGN | 81 BGN | 99 BGN | 84 BGN |
| 381 - 480 kg. | 50 BGN | 80 BGN | 68 BGN | 70 BGN | 102 BGN | 86 BGN | 88 BGN | 94 BGN | 92 BGN | 113 BGN | 95 BGN |
| 481 - 580 kg. | 52 BGN | 88 BGN | 74 BGN | 76 BGN | 116 BGN | 95 BGN | 98 BGN | 105 BGN | 102 BGN | 129 BGN | 107 BGN |
| 581 - 680 kg. | 81 BGN | 123 BGN | 105 BGN | 110 BGN | 155 BGN | 132 BGN | 135 BGN | 143 BGN | 141 BGN | 171 BGN | 146 BGN |
| 681 - 780 kg. | 82 BGN | 131 BGN | 110 BGN | 116 BGN | 168 BGN | 142 BGN | 144 BGN | 155 BGN | 152 BGN | 186 BGN | 158 BGN |
| 781 - 880 kg. | 86 BGN | 140 BGN | 116 BGN | 122 BGN | 180 BGN | 152 BGN | 154 BGN | 166 BGN | 161 BGN | 201 BGN | 168 BGN |
| 881 - 980 kg. | 87 BGN | 148 BGN | 120 BGN | 128 BGN | 194 BGN | 161 BGN | 165 BGN | 177 BGN | 172 BGN | 216 BGN | 180 BGN |

If the ordered flooring packs require placing on a wooden pallets, and you select "Delivery to building address" you will have to unload the goods by yourself.

Free Delivery

If the value of the ordered items exceed 600 BGN the User get free delivery to building address. The additional service "Delivery to apartment entrance" shall be paid by the User.

Orders under 600 BGN will be charged a delivery fee according to our standard shipping rates.

General Delivery Terms

Deliveries are made in the Republic of Bulgaria, to an address chosen by the User.

A signature will be required on delivery following identity verification.

The delivery address specified by the User must be accessible by asphalt or paved road, and the delivery is made to the place closest to the specified delivery address, which (at the discretion of vehicle driver) allows unimpeded and safe parking, lowering of the cargo board and unloading.

Krono SHOP shall not be held liable for undelivered orders or other unfulfilled obligations resulting from incorrect, inaccurate, outdated and/or incomplete details, and any possible re-sending of these goods shall be at the expense of the User.

If, after two visits within the same day to the address listed by the User, the courier has not been able to complete the delivery and/or contact the User at the phone number listed by the User, the remote sales contract shall be automatically terminated, and **Krono** SHOP shall be free of its obligation to deliver the ordered goods. In case of such remote sales contract termination,

Krono SHOP shall reimburse the User for the paid amount.

Damaged goods

Upon delivery of your products at the requested location, please do inspect the goods as any damages will have to be noted on the courier documentation.

Returns

We want you to be completely happy with your purchase from Krono SHOP, therefore, we operate a 14-day returns policy. If you refuse a delivery for any other reason aside from damage, you will be refunded to your credit/debit card or bank account within 14 days. All we ask is that you return the products back to us in the original packaging and the products are in the same condition at the time of purchase. We cannot accept any cut or fitted products so please fully inspect your goods.

The user shall be responsible for the damages of the goods caused by trying out the goods in manner that differs from what is usually necessary to determine their nature, specification and proper functioning.

To assist us in processing your return, please provide a cover letter, which you can find here:

https://krono-shop.com/media/pdf/81/f5/97/Return_Form_BG.pdf, detailing your name, order reference number and date, and send it by email to: service-bg@krono-shop.com. As soon as your return has been processed, you will be refunded to your credit/debit card or bank account within 14 days. In case of delay, please contact your card issuer or bank.