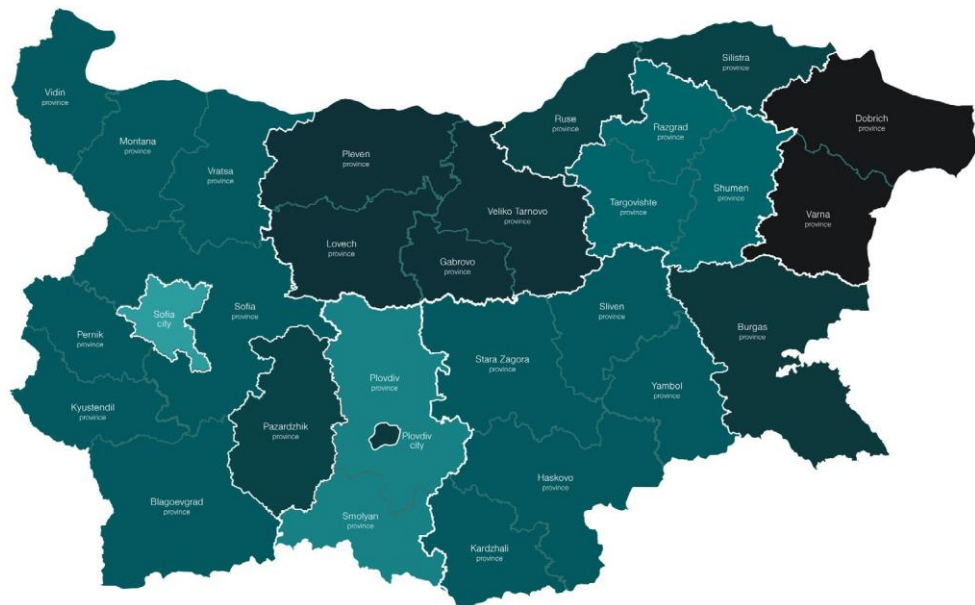


## Delivery and Returns

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.



### 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 up to 20 kg.

Kilograms	0 - 1 kg.	1 - 2 kg.	2 - 3 kg.	3 - 5 kg.	6 – 10 kg.	10 – 20 kg.
<b>Office Speedy: Zone 1 - Zone 11</b>	6,90 BGN	7,90 BGN	9,50 BGN	10,50 BGN	13,70 BGN	21 BGN
<b>Door-to-door: Zone 1 - Zone 11</b>	8,50 BGN	10,00 BGN	10,50 BGN	16 BGN	19 BGN	26,50 BGN

### 2. Delivery to building address.

Kilograms	Price
up to 580 kg.	65 BGN
up to 780 kg.	94 BGN
up to 930 kg.	111 BGN
up to 1180 kg.	129 BGN
up to 1380 kg.	158 BGN
up to 1480 kg.	175 BGN
up to 1580 kg.	187 BGN
up to 1880 kg.	222 BGN

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

### 3. 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" The prices are valid in the event that there is a lift available.

Kilograms	Price
20-50	52 BGN
50-80	72 BGN
80-180	105 BGN
180-280	125 BGN
280-380	145 BGN
380-480	170 BGN
480-580	190 BGN
580-680	220 BGN
680-780	250 BGN
780-880	280 BGN
880-980	315 BGN
980-1080	345 BGN
1080-1180	380 BGN
1180-1280	420 BGN
1280-1380	460 BGN
1380-1480	495 BGN

#### 4. Additional service

- between 2 hours delivery - 25 BGN. incl. VAT / shipment can be offered for the cities of Sofia, Plovdiv, Pazardzhik, Stara Zagora, Burgas, Veliko Tarnovo, Targovishte, Ruse, Varna.

- exact delivery time (30 minute interval)- 48 BGN incl. VAT / shipment can be offered for the cities of Sofia, Plovdiv, Pazardzhik, Stara Zagora, Burgas, V. Tarnovo, Targovishte, Ruse, Varna

#### Free Delivery

If the value of the ordered items exceeds 800 BGN, the User gets free delivery to the building address, excluding Rocko Tiles, for which shipping costs are charged separately. The additional service "Delivery to apartment entrance" shall be paid by the User.

Orders under 800 BGN will be charged a delivery fee according to our standard shipping rates.

Saturday delivery or fixed time delivery service will lead to extra charges.

#### 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/Return\\_Form\\_EN.pdf](https://krono-shop.com/Return_Form_EN.pdf), detailing your name, order reference number

and date, and send it by email to: [service-bg@krono-shop.com](mailto: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.