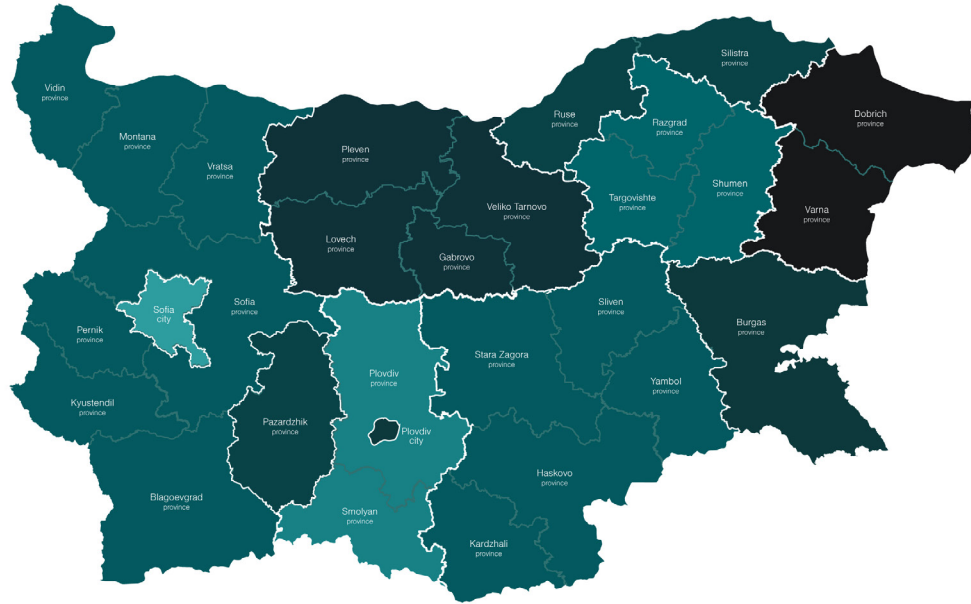


## Delivery and Returns

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	State	Zone	State	Zone
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 up to 20 kg.

Kilograms	0 - 1 kg.	1 - 3 kg.	3 - 6 kg.	6 - 10 kg.	10 - 20 kg.
Office Speedy: Zone 1 - Zone 11	4,60 BGN	5,60 BGN	7,00 BGN	9,00 BGN	14,50 BGN
Door-to-door: Zone 1 - Zone 11	6,00 BGN	7,00 BGN	11,00 BGN	13,00 BGN	19,00 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.

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

## 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/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.