EA ELEKTRONIKA
ELECTRONICS • BATTERIES • SPECIALIZED SOLUTIONS

EA ELEKTRONIKA d.o.o.
Koroska cesta 52, 2000 Maribor
040 708 388 • narocila@ealektronika.si
www.eaelektronika.com

INFORMATION ON EXERCISING THE RIGHT OF WITHDRAWAL

IOP form - consumer information for distance contracts

14 DAYS TO WITHDRAW For distance contracts, the consumer generally has the right to withdraw from the contract within 14 days without giving any reason.

1. NOTICE	2. RETURN	3. REFUND
Notify us of your withdrawal by an unequivocal statement sent to narocila@ealektronika.si or by post.	Return the goods without undue delay and no later than 14 days after notifying us of your withdrawal.	Payments are refunded in accordance with ZVPot-1; for sales of goods, the refund may be withheld until the goods or proof of dispatch are received.

Right of withdrawal

The consumer has the right to withdraw from this contract within 14 days without giving any reason.

For a standard sales contract, the withdrawal period expires 14 days after the day on which the consumer acquires physical possession of the goods, or a third party other than the carrier and designated by the consumer acquires physical possession of the goods.

To exercise the right of withdrawal, the consumer must inform EA ELEKTRONIKA d.o.o., Koroska cesta 52, 2000 Maribor, phone 040 708 388, email narocila@ealektronika.si, of the decision to withdraw from the contract by an unequivocal statement. The notice may be sent by post or email. The consumer may, but is not required to, use the model withdrawal form.

To meet the withdrawal deadline, it is sufficient for the consumer to send the communication concerning the exercise of the right of withdrawal before the withdrawal period has expired.

Company	EA ELEKTRONIKA d.o.o.
Address	Koroska cesta 52, 2000 Maribor, Slovenia
Phone	040 708 388
Email	narocila@ealektronika.si

Effects of withdrawal

If the consumer withdraws from the contract, EA ELEKTRONIKA will reimburse all payments received from the consumer without undue delay and in any event no later than 14 days from the day on which the company is informed of the decision to withdraw. This includes the cost of the least expensive standard delivery method offered; additional costs resulting from a more expensive delivery method are not reimbursed.

Reimbursement is made using the same means of payment as for the initial transaction, unless expressly agreed otherwise, and the consumer will not incur additional fees as a result.

Important: For sales of goods, EA ELEKTRONIKA may withhold reimbursement until it has received the returned goods or until the consumer provides evidence that the goods have been sent back, whichever occurs first.

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Return of goods

Return deadline	No later than 14 days from the day on which the consumer notified the company of the withdrawal. The deadline is met if the goods are sent back before the 14-day period expires.
Return costs	The consumer bears the direct cost of returning the goods, unless the company expressly agrees to bear those costs or the law provides otherwise.
Return address	EA ELEKTRONIKA d.o.o., Koroska cesta 52, 2000 Maribor, Slovenia
Diminished value	The consumer is liable only for any diminished value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods.

Testing the product and diminished value

The consumer may handle the goods only to the extent necessary to establish their nature, characteristics and functioning - in a manner comparable to what would normally be possible when inspecting goods in a physical store.

Opening the packaging does not in itself normally mean losing the right of withdrawal. However, if the consumer handles the goods beyond what is necessary for inspection and this causes a loss in value, the consumer is liable for the objectively established diminished value.

More detailed practical rules concerning inspection, opened packaging, actual use and diminished value are set out in the document 14-Day Return Policy.

When does the 14-day period begin?

Type of contract	When the 14-day period begins
Sales contract	When the consumer, or a person designated by the consumer who is not the carrier, acquires physical possession of the goods.
Several goods delivered separately	When the last item is received.
Several consignments or items	When the last consignment or last item is received.
Regular delivery of goods	When the first item is received.

How to send a withdrawal notice

Send the withdrawal notice to narocila@ealektronika.si or by post to EA ELEKTRONIKA d.o.o., Koroska cesta 52, 2000 Maribor, Slovenia. For questions, you may contact us at 040 708 388.

The notice should contain information that allows us to identify the order and a clear statement that the consumer is withdrawing from the contract. Use of the model withdrawal form is not mandatory.

Documents and additional information

Withdrawal form: www.eaelektronika.com/uploads/vrac-blag-ea.pdf

14-Day Return Policy: www.eaelektronika.com/uploads/return-policy-14-days-ea-2026.pdf

Terms and Conditions: www.eaelektronika.com/splosni-pogoji-poslovanja