

RULES FOR RETURNING GOODS WITHIN 14 DAYS

Information for consumers in distance contracts

14 DAYS TO WITHDRAW At a distance purchase, the consumer may generally notify EA ELEKTRONIKA within 14 days that they withdraw from the contract without giving any reason.

1. NOTICE

Notify us of your withdrawal by an unambiguous statement sent to narocila@eaelektronika.si or by post. You may also use the withdrawal form.

2. RETURN

Send or hand over the goods without undue delay and no later than 14 days after notifying us of withdrawal.

3. REFUND

EA ELEKTRONIKA refunds payments received in accordance with ZVPot-1; in the case of goods, the refund may be withheld until the goods are received or proof of dispatch is provided.

Testing the product and diminished value

The consumer may handle the product only to the extent necessary to establish its nature, characteristics and functioning - similar to what would normally be possible in a physical store. Opening the packaging alone does not generally mean losing the right of withdrawal. If use exceeds the necessary inspection and the product loses value as a result, the consumer is responsible for the objectively established reduction in value.

CONDITION	EXAMPLE	TREATMENT
Unopened or normally inspected product	No signs of use, complete set	Normally no reduction in value.
Opened packaging	Packaging is open, but the product has not been used beyond the necessary inspection.	Opening the packaging alone does not automatically mean a deduction.
Damaged packaging or missing accessories	Torn original packaging, missing cables, instructions or accessories.	May represent an objective reduction in value if caused by the consumer's handling.
Activation or actual use	Installation, wiring, configuration, field use, stored data.	Reduction in value is determined individually according to the actual condition and market value.
Cleaning / reset due to use	Necessary measures that are a direct consequence of use beyond the necessary inspection.	Only actual and justified costs may be considered if they are not already included in the loss of value.

Particularly sensitive product groups at EA ELEKTRONIKA

- Radon meters and other measuring devices:** longer measurements, stored data, connection to an app or user account may significantly affect value.
- Colloid generators and electrodes:** actual production of a solution, contact of electrodes with liquid, oxidation or other signs of use may mean a significant reduction in value.
- Batteries and accumulators:** installation, charging, discharging or use are assessed according to their actual effect on the possibility of further sale as a new product.
- Trail cameras and smart devices:** outdoor use, inserted SIM/SD card, registration or connection to an account may constitute use beyond normal inspection.
- Thermostats, modules, power supplies and other installation equipment:** signs of installation, wiring, programming or mechanical fitting are taken into account in the objective assessment of condition.

Statutory exceptions to the right of withdrawal

The right of withdrawal does not exist in the cases determined by ZVPot-1. For the EA ELEKTRONIKA offer, the following cases may be particularly relevant:

- goods made to the consumer's precise instructions and tailored to their personal needs;
- sealed goods which are not suitable for return due to health protection or hygiene reasons, if the consumer has opened the seal after delivery;
- sealed audio or video recordings and computer software after the security seal has been opened;
- digital content and fully performed services where the specific statutory conditions for loss of the right of withdrawal are met;
- other cases expressly provided for by Article 135 of ZVPot-1.

Important: EA ELEKTRONIKA does not apply an automatic flat-rate percentage merely because the packaging has been opened. Any reduction in value is assessed separately for each returned product, based on its actual condition and an objectively justified loss of value.

How to return a product

Email	narocila@eaelektronika.si
Return address	EA ELEKTRONIKA d.o.o., Koroška cesta 52, 2000 Maribor, Slovenia
Recommendation	Pack the product safely and include information that allows us to identify the order. Do not send cash-on-delivery parcels without prior agreement.

What the consumer is refunded

In the event of a valid withdrawal, EA ELEKTRONIKA refunds the payments received, including the cost of the least expensive standard delivery offered. Additional costs of a more expensive delivery option selected by the consumer are not refunded. The refund is generally made using the same payment method used by the consumer, unless the parties lawfully agree otherwise. In the case of a sale of goods, EA ELEKTRONIKA may withhold the refund until the returned goods are received or proof is provided that they have been sent back.

Checklist before sending

- include the order number and contact details so we can quickly match the return to the order;
- include all accessories, cables, instructions and other equipment received with the product, where possible;
- pack the product safely; the original packaging is not in itself a condition for withdrawal, but damage to the packaging or missing accessories may affect the value of the product;
- for smart devices, where possible remove personal data, sign out of the user account or perform a reset, provided this does not affect proof of a defect or another claim;
- keep proof of dispatch and, where possible, photographs of the condition of the product and packaging at the time of return.

Legal basis and additional information

This document is a practical summary of the rules on withdrawal from the contract and does not limit the consumer's statutory rights. The applicable EA ELEKTRONIKA Terms and Conditions and the Consumer Protection Act (ZVPot-1) apply, in particular the provisions on the right of withdrawal, return of goods, costs, diminished value and refunds.

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

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

EA ELEKTRONIKA proizvodnja, storitve, trgovina d.o.o. • Koroška cesta 52, 2000 Maribor
Company No. 1550071000 • VAT ID SI52054942 • 040 708 388 • narocila@eaelektronika.si