

SERVICE AS IT SHOULD BE

In today's online shopping market, we believe that honesty is the best policy. NINETY-TWO was founded with one goal in mind: giving our customers a fair, rewarding and enjoyable shopping experience. That's why we designed the most generous, fair and transparent store policy for our customers. Read the following sections to find out more about how we ship or exchange products, or about how we secure your personal data. Please don't hesitate to contact us if you have any questions!

We conduct business according to the same values, knowing that better service equals loyal customers. Our store policies are detailed below, please have a look and contact us if you want to learn more!



FAQ

DO YOU SHIP TO MY COUNTRY?

Yes, NINETY-TWO ships worldwide.

WHAT IS YOUR RETURN POLICY?

Please choose your artwork carefully as we do not accept returns.

DAMAGED ARTWORK

If you notice any serious damage to the outside of the package please do not sign for the delivery and contact us immediately.

CUSTOMS AND IMPORT TAXES

Buyers are responsible for any customs and import taxes that may apply.

DELIVERY

Each artwork will be carefully packed and shipped in a mailing tube. The delivery time will depend on Croatian post office and customs. Delivery usually takes between 2-12 business days. If you live out side Europe, delivery could take up to 30 days. I really hope you receive your order on time. Buyers are responsible for any fees/taxes/duty that may apply.

Prices does not include Value Added Tax (VAT). Prices are valid at the time of the order and do not have a predefined validity.

A purchase agreement is concluded when NINETY-TWO has confirmed the Customer's order and the Customer has received an order confirmation from NINETY-TWO via e-mail. NINETY-TWO encourages the Customer to save the order confirmation for any future contacts with NINETY-TWO'S customer service regarding the order. The Customer is entitled to cancel their order up until it has been confirmed by Desenio. If the order is cancelled, NINETY-TWO will refund any payments the Customer or their pay- or credit card company has made with regard to the order.

TERMS & CONDITIONS

GENERAL TERMS AND CONDITIONS

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your country, state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws).

You must not transmit any worms or viruses or any code of a destructive nature.

A breach or violation of any of the Terms will result in an immediate termination of your Services.

The theninetytwoedit.com site is operated by the company THE 92 EDIT, obrt za umjetničko stvaralaštvo, vl. Mateja Sučević, Zagreb.

AVAILABILITY OF INFORMATION

The company undertakes to always provide the following information to the user:

1. company identity (company name and registered office, register number),
2. contact information that enables the user a quick and effective communication (e-mail),
3. essential characteristics of the goods,
4. availability of products (each product offered on the website is available within a reasonable time)
5. terms of delivery of products (method, place and deadline of delivery),
6. all prices must be clearly and unambiguously specified and must show whether they already include taxes and transport costs,
7. method of payment and delivery,
8. temporal validity of the offer,
9. the period within which it is possible to withdraw from the contract and conditions for withdrawal; moreover, information about potential costs of returning the product for the buyer,
10. explanation of the complaint procedure, including all details of the contact person.

PAYMENT METHOD

The online store allows the following payment methods:

- direct payment
- via the PayPal system

Cash on delivery via the online store is not possible.

The company ensures that the customer, in the process of placing an order when concluding a distance contract using electronic means, explicitly confirms that he agrees to the payment by placing an order. The function that triggers the order is marked with the words "confirm order". By confirming the order, the consumer assumes the obligation of payment to the company.

PRICES

Prices does not include Value Added Tax (VAT). Prices are valid at the time of the order and do not have a predefined validity.

The purchase contract between the seller and the buyer is concluded at the moment when the seller confirms the order (the buyer receives an electronic message about the status "Order confirmed"). From this moment on, all prices and other conditions are fixed and apply to both the company and the buyer.

PROMO CODE

The promo code brings various benefits (product discounts, free shipping ...) when purchasing and is limited in time. An active promo code is published by the seller in a way that corresponds to the purpose of the seller's marketing campaign. The seller does not guarantee that there is an active promo code at the time of purchase.

You can find an active code on the first page of the advertisement, in an e-mail or in other media. The code brings various benefits. Any code is always limited in time, but must be redeemed within a limited time, otherwise it is invalid.

How do I use a promo code (coupon)?

A promo code is an alphanumeric string of characters that the user enters before completing an order by entering in the "promo code" field. After that, the benefit automatically assigned to the coupon is activated in the system and it becomes clear in the product basket that the coupon has been activated.

ORDER

The purchase contract between the seller and the buyer is concluded in the online store www.theninetytwoedit.com at the moment when the seller sends the first e-mail confirming his order. From that moment on, all prices and other conditions are fixed and apply to both the seller and the buyer.

The sales contract (i.e. the first electronic message on the status of the order) is stored in electronic form on the seller's server and is available to consumers upon their written request.

CONSUMER'S RIGHT OF WITHDRAWAL FROM THE CONTRACT - REFUNDS

In the case of distance contracts, the consumer has the right to unambiguously and clearly inform the company by e-mail to the92edit@gmail.com within 14 days of receiving the goods that he is withdrawing from the contract, without having to state the reason for his decision.

The buyer does not have the right to withdraw in case of personalized apparel or art prints, because these are goods that are manufactured according to the exact instructions of the consumer and adapted to his personal needs.

The consumer bears the cost of returning the goods, in case of withdrawal from the contract, if necessary. The only cost borne by the buyer in connection with the withdrawal from the order is the direct cost of returning the goods. When returning the goods, the consumer also sends the invoice for the goods and personal data and a bank account to which he wishes to receive the returned payment. The refund shall be performed by the company immediately or no later than within 14 days of receiving the notice of withdrawal from the contract.

The company may withhold the refund of received payments until the goods are returned or until the consumer provides proof that the goods have been sent back. Shipping costs for the returned goods are non-refundable and the cost will not be included in the refund.

The buyer must return the product to the seller (THE 92 EDIT, obrt za umjetničko stvaralaštvo) undamaged and in unaltered quantity, unless the item is destroyed, damaged, lost or its quantity has decreased without the consumer's fault. In the event that the goods are returned due to use without the original packaging or the goods are damaged, the company may file a claim against the buyer for a refund of the value of the goods.

Upon withdrawal from the contract, where a promo code or discount code was used, these funds are considered as a discount and are not returned to the user. Only the paid amount is returned to the buyer.

PERSONAL DATA PROTECTION

The seller undertakes to permanently protect all personal data of the user.

The seller (THE 92 EDIT, obrt za umjetničko stvaralaštvo) keeps the following information of all buyers on the online store www.theninetytwoedit.com for an indefinite period of time: name and surname, e-mail address, contact telephone, primary address and delivery addresses, country of residence, gender, time and date of purchase and an archive of communication with the seller.

The seller will use personal data exclusively for the purpose of fulfilling the order (sending information material, offers, invoices) and other necessary communication. In no case shall the user's data be handed over to unauthorized persons.

The user is also responsible for the protection of personal data by ensuring the security of his username and password and adequate software (antivirus) protection of his computer.

LEGAL NOTICE

The online store and all the information on it, product images, graphic and video elements on the website are protected by the Copyright Act and may not be reproduced or used without prior written permission.

LIMITATION OF LIABILITY

The seller does his best to ensure that the information published on the website is up-to-date and correct. However, product features, delivery time, or price may change so quickly that the online store sometimes fails to correct the information on the website. In this case, the seller will inform the buyer of the changes and allow him to cancel the order or to change the ordered goods.

EXCLUSION OF LIABILITY

We reserve the right to disable the website or disable access to it due to technical or other problems and maintenance, which also means disabling or hindering the use of the online store. In case of technical problems on the website, we reserve the right to cancel placed orders that have been affected by a technical error. In the event of order cancellation, we will notify you as soon as possible and inform you of the next steps. You must ensure that the equipment (antivirus, etc.) is adequately protected against accessing and using the website. The customer must ensure the appropriate security and confidentiality of the data used to log in to the website (e-mail address, password).

COMPLAINTS AND DISPUTES

The company respects the applicable European consumer protection legislation and makes every effort to fulfill its duty to set up an effective complaint handling system and to designate a person with whom the customer can contact by e-mail in the event of problems.

Complaints are submitted via the e-mail address the92edit@gmail.com. The complaint procedure is confidential. The online store will acknowledge receipt of the complaint within five working days, inform the customer how long it will take to process it and keep him informed of the progress of the procedure.

The company is aware that the essential characteristic of the buyer's dispute, at least in terms of judicial resolution, is the disproportion between the economic value of the claim and the costs arising in the resolution of the dispute itself. This is also the main obstacle for the buyer not to initiate a dispute before a court. Therefore, we do our best to resolve any disputes by mutual agreement.

In the case of judicial settlement of disputes, the court having jurisdiction over the consumer's domicile has jurisdiction.

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