Terms and conditions

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1. Seller and scope of these terms

The rencelj.si online shop is operated by RENČELJ Proizvodnja kozmetike, d.o.o. POVIR, Povir 54/e, 6210 Sežana, Slovenia. Company registration number: 5537100000. VAT identification number: SI33152390. The company is registered for VAT. Contact: info@rencelj.com, telephone +386 41 503 089.

These terms govern purchases from our online shop. The statutory rights described here for consumers apply to individuals purchasing outside their trade, business or profession. Business customers are subject to the applicable legal rules and any separate agreements.

2. Products, prices and information before purchase

The main characteristics, quantity, ingredients, warnings and instructions are stated on the relevant product page or its packaging. Photographs help illustrate the products; they do not exclude the stated characteristics or our statutory liability for conformity.

Prices are in euros and include VAT. Before you place your order, we show the price of the products, applicable discounts, delivery charges, any surcharge for the selected payment method and the total amount payable. The agreed prices and terms apply to the concluded contract; later changes to our price list do not change them unilaterally.

3. Placing and confirming an order

You can shop as a guest or with a customer account. Add products to your basket, select quantities and enter your billing and delivery details. Before placing the order, you can correct your details, change quantities or remove products and select an available delivery and payment method.

By using the order button, which clearly indicates an obligation to pay, you submit a binding order. The sales contract is concluded when we confirm acceptance and confirmation of your order by email. The confirmation contains the purchase details. Order messages do not constitute a newsletter subscription.

We keep orders electronically. Registered customers can view their orders in their accounts, and any customer can also request their order details at info@rencelj.com. Please keep your confirmation message and information about the purchase terms. Contact us promptly if you wish to correct or cancel an order; this does not limit your statutory right of withdrawal.

4. Payment and invoice

The payment methods shown at checkout are available: credit or debit card, PayPal, payment by bank transfer against a pro forma invoice and cash on delivery in Slovenia. You can choose Apple Pay or Google Pay when they are available on the payment page for your device and card.

The EUR 1.00 surcharge applies only to cash on delivery in Slovenia and is shown before you place your order. It does not apply to card payments, Apple Pay, Google Pay, PayPal or bank transfers. Cash on delivery is not available abroad. Free delivery does not waive a clearly stated surcharge for the selected cash-on-delivery payment method.

You receive an itemised invoice on paper or, with your consent, electronically. We do not charge separately for issuing the basic invoice. Bank transfer details are provided on the pro forma invoice.

5. Delivery and collection

We deliver to the countries available when placing an order. Delivery charges depend on the delivery country, not the language selected on the website. Rates and options are published on the Shipping and payment page: https://rencelj.si/placilo-in-dostava/. Final charges are shown before you place your order.

Delivery within Slovenia costs EUR 5.00. Delivery within Slovenia is free when the value of the products is EUR 50.00 or more. In other supported countries, delivery is free when the value of the products is EUR 100.00 or more; below that threshold, the rate for the selected country applies. Delivery charges and the cash-on-delivery surcharge do not count towards the value of the products for reaching the threshold.

You can collect products from Povir 54/e, 6210 Sežana, Slovenia. Contact us to arrange collection.

We deliver without undue delay within the agreed period; if no different period has been agreed, delivery will take place no later than 30 days after the contract is concluded. We will let you know if we expect a delay or cannot supply a product. In the event of a delay, you retain your statutory rights. For delivery arranged by us, the risk of loss or damage passes to the consumer upon physical receipt of the goods, subject to the exceptions provided by law.

6. 14 days to notify us of withdrawal

If you buy as a consumer under a distance contract, you can notify us within 14 days of receiving the goods that you withdraw from the contract. You do not have to give a reason. If one order is delivered in several shipments, the period runs from receipt of the last shipment or last item, as provided by law.

You may withdraw using the form or another unequivocal statement. For straightforward notification that you can document, we recommend emailing info@rencelj.com or writing to RENČELJ Proizvodnja kozmetike, d.o.o. POVIR, Povir 54/e, 6210 Sežana, Slovenia. Provide details that allow us to identify the purchase and the products concerned. Using our form, providing a reason or obtaining our prior approval are not conditions for withdrawal.

If a consumer has not been properly informed of the right of withdrawal, the period is extended in accordance with Article 137 of the Slovenian Consumer Protection Act (ZVPot-1).

7. Returning products and return postage

Return the product without undue delay and no later than 14 days after notifying us of withdrawal. You meet the deadline if you send it before the period expires. The return address is RENČELJ Proizvodnja kozmetike, d.o.o. POVIR, Povir 54/e, 6210 Sežana, Slovenia.

For statutory withdrawal, you bear the direct cost of returning the goods if you were properly informed of this before purchase. Keep proof of postage and protect the product securely. Please do not send a parcel cash on delivery without prior agreement. Marking the parcel REKLAMACIJA is not a condition for exercising your rights.

8. Refunds

When you withdraw from the entire contract, we refund all payments received, including the cost of the least expensive standard delivery we offered. If you expressly chose a more expensive delivery option, the difference does not have to be refunded.

We refund without undue delay and no later than 14 days after receiving your withdrawal notice. We may withhold the refund until we receive the returned goods or evidence that you have sent them back, whichever occurs first, unless we offer to collect them. We use the same payment method as for the purchase; a different method is used only with your express agreement and without additional cost to you.

9. Inspection, packaging and diminished value

You may handle the goods to the extent necessary to establish their nature, characteristics and functioning. You are responsible for any actual diminished value only if it results from handling beyond that extent and you were properly informed of your right of withdrawal.

We do not apply a flat 50% deduction. Any diminished value is assessed and specifically explained for the individual product. Opened or damaged outer packaging alone does not automatically mean loss of the right of withdrawal. However, please protect the product appropriately for transport.

10. Exception for sealed goods for hygiene reasons

The statutory right of withdrawal does not apply to goods supplied sealed that are not suitable for return for health protection or hygiene reasons after the seal is broken, if the consumer broke the seal after delivery. This exception does not automatically apply to all cosmetics or simply because the shipping box was opened.

The exception does not limit rights relating to a non-conforming or damaged product. It also does not exclude our additional 30-day satisfaction guarantee under the conditions set out below.

11. If a product is non-conforming, incorrect or damaged

The statutory conformity guarantee applies independently of withdrawal without a reason and our additional satisfaction guarantee. The seller is liable for a lack of conformity that exists at delivery and becomes apparent within two years of delivery. If it becomes apparent within one year, it is generally presumed to have existed at delivery, unless the seller proves otherwise or that presumption is incompatible with the nature of the goods or the lack of conformity.

Notify us of a lack of conformity within two months of discovering it, describe it precisely and allow us to inspect the product. You can write to info@rencelj.com or our postal address. You may also notify us in person, in which case you receive an acknowledgement. Photographs can help us process a claim, but are not automatically a condition for exercising your rights.

Subject to the legal conditions, you can initially choose between a free repair and replacement. We can refuse the selected remedy only if it is impossible or would be disproportionately costly compared with the other. We restore conformity within a reasonable period, not exceeding 30 days after notification; for legally permitted reasons, this may be extended by up to 15 days, in which case we notify you and explain the reason before the original period expires.

Subject to the legal conditions, you can request a proportionate price reduction or terminate the contract, in particular if we fail to restore conformity, the lack of conformity persists or it is sufficiently serious. If the lack of conformity becomes apparent less than 30 days after delivery, you can request termination and a refund of the amount paid. Termination is not available for a merely minor lack of conformity; the seller bears the burden of proving that it is minor.

We bear the necessary costs of pursuing a justified claim, including necessary transport or postage. We can help arrange suitable collection before you send the goods. If the existence of a lack of conformity is disputed, we notify you in writing within eight days of receiving the claim. For termination due to a lack of conformity, we refund the amount paid no later than eight days after receiving the goods or evidence of their return; for a proportionate price reduction, within eight days of receiving the request.

To help us deal with shipping damage, please tell us as soon as possible. Photographs of the packaging or a carrier's report are useful, but a delay of 24 hours or the absence of a report does not in itself exclude statutory rights. The statutory conformity guarantee is distinct from the product's shelf life; also follow the instructions for use and storage and the markings on the packaging.

12. Renčelj 30-day satisfaction guarantee

For products purchased from our online shop, we retain an additional 30-day satisfaction guarantee. If you are not satisfied with a product, notify us within 30 days of the purchase date shown on the invoice. The guarantee also covers opened and tried products.

Email info@rencelj.com with details identifying the purchase and the product for which you claim the guarantee. You can establish the purchase using the invoice, a copy or other details that allow us to verify it. Return the product to our address after agreeing the return method. Trying the product is not in itself a reason for a flat deduction.

Under this additional guarantee, we refund the amount actually paid for the returned product. Original shipping is not included and you bear the direct return postage. We refund the product value without undue delay and no later than 14 days after receiving the returned product, using the same payment method or another method expressly agreed with you at no cost.

The guarantee does not cover damage caused by improper handling, use contrary to the instructions or alterations made by the customer. This guarantee is an additional benefit and does not exclude, limit or replace statutory withdrawal or conformity rights. If a claim qualifies for a statutory right, we will not handle it solely under the narrower rules of this voluntary guarantee.

13. Personal data, cookies and newsletters

We process personal data to fulfil orders, communicate and meet legal obligations; for other purposes, we do so only with an appropriate legal basis. Details and your rights are explained in our privacy information: https://rencelj.si/gdpr/. We provide delivery or payment details to the relevant service providers to the extent necessary.

Newsletter subscription is voluntary and separate from a purchase. To subscribe through our form, you must give your consent and confirm your subscription by email. A purchase alone does not constitute consent to receive newsletters. You can unsubscribe free of charge using the link in a message or by emailing info@rencelj.com. Withdrawal of consent does not affect the lawfulness of earlier processing.

Cookie information is available at https://rencelj.si/piskotki/. You can manage your statistics and advertising choices in the website's cookie settings; rejecting these purposes does not prevent an ordinary purchase.

14. Complaints and dispute resolution

Send complaints to info@rencelj.com or RENČELJ Proizvodnja kozmetike, d.o.o. POVIR, Povir 54/e, 6210 Sežana, Slovenia. You can call us for help on +386 41 503 089. Include details identifying the purchase and describe the problem. We acknowledge complaints and keep you informed of their handling; where the law sets a specific deadline, we comply with it.

RENČELJ does not recognise any provider of out-of-court consumer dispute resolution as competent to resolve disputes that a consumer may initiate under the Slovenian Out-of-Court Resolution of Consumer Disputes Act. We seek an amicable resolution. This does not limit the right to judicial protection or other consumer rights.

15. Applicable terms and preservation of rights

Each order is subject to the terms you were informed of when the contract was concluded. Later changes do not apply retroactively to existing contracts or promises already made. Nothing in these terms excludes or limits mandatory consumer rights under applicable law.