



Terms & Conditions

The owner and organisational developer of this web page is Exis by Ntovellou, registered trade mark of MARIA NTOVELLOU PRIVATE COMPANY, (the words 'we' or 'our' will pertain to Exis by Ntovellou e-shop). The head office of our company is located at the address 89 Socratous street - Old Town, Rhodes 85100, Greece, Tel. +30 22410 24418. If you have any questions relevant to these terms and conditions, or if you have comments or complaints regarding our webpage, please send an e-mail to us at the address: exis@ntovellou.com.

These terms and conditions set out the basis for which you can visit and use our webpage. They will apply to all the transactions you will make on our webpage. Please read them carefully, as they contain important information.

Terms of use

Exis by Ntovellou e-shop reserves the right to change or to unconditionally revise the terms and conditions of the transactions from the electronic shop, at its discretion, thereby accepting the responsibility to inform consumers of any change, through the pages of the present electronic shop.

Offered Information and Products

Exis by Ntovellou e-shop is responsible for the accuracy, truth and the completeness of the information that is cited in the electronic shop, regarding the identity of the company and the given transactions offered through the electronic shop.

The company, within the scope of good faith, is not responsible and is not bound for errors that are due to negligence during the input of the e-shop's electronic data. In case that a product displays an unusually low price without any particular note to justify this, please communicate with us before you order the product.

Copyright

Exis by Ntovellou e-shop is the sole and exclusive holder of all the copyrights of the content and the structure of this webpage except for explicit exceptions.

1. All the content of the webpage, including images, graphics, photographs, designs, text, offered services and products are the intellectual property of Exis by Ntovellou e-shop and are protected by the relevant provisions of the Greek law, the European law and international agreements.



exis by ntovellou

2. Any copying, recording / digital recording and mechanical reproduction, distribution, transmission, deception of the public relative to the real licensee of the content of the present website is prohibited. Any reproduction, republishing, loading, announcement, reporting or broadcasting or any other use of the content in any way or means for commercial or other reasons is allowed only after previous written permission of Exis by Ntovellou e-shop or any other legal holder of the above copyrights.

Transaction Confidentiality

All the information that is read by the user / member of Exis by Ntovellou e-shop is confidential and Exis by Ntovellou e-shop has taken all the necessary measures to the degree considered necessary within the framework of the offered services so that you can become a user of the site.

Some of the measures that have been taken are as follows:

1. Only authorized employees have access to your transaction information and only when this is necessary, e.g. for the processing of your requests.
2. Exis by Ntovellou e-shop does not reveal the data of customers and their transactions, unless it has written authorization from you, or this is imposed by court decision or decision of another public authority.
3. In the case that Exis by Ntovellou e-shop uses third parties to support its systems, it takes care to ensure confidentiality.
4. You can request any data that is kept for you as well as correction thereof if you can document the incorrect existence thereof.
5. For your safety, you will also have to handle all the information you provide through the service as confidential and private and not disclose this to third parties.

Holder of Copyright

All the copyrights, including the copyright on this page belong or have been granted to Exis by Ntovellou e-shop. The use of this webpage or its contents, including the copying or saving part or all of the webpage, for purposes other than personal non-commercial use without the permission of Exis by Ntovellou e-shop is prohibited. You do not have the right to change, to distribute or to republish from this webpage anything and for no purpose.



Registration

To use some of the services or features that are available on this webpage, you will have to complete the registration. From time to time it is possible that we will change the requirements for registration. The information that you provide during your registration must be correct, accurate, and complete in every way. If any of the data that you gave during your registration has changed, please update that particular information on the page 'my account'.

Right to conclude a long-distance purchase agreement

According to the Greek Legislation the purchase of goods through Exis by Ntovellou e-shop is strictly limited to persons that have a legal right to sign and conclude agreements on the webpage. For purchases to be made through the webpage, you will be asked to register and to give your personal data. Specifically, the Customers must give their true name, their telephone number, their electronic address and other information that may be requested. Additionally, when you order products, you will be asked to give payment data and to confirm and guarantee that the payment data that you provide to us on ordering is valid and correct and that you confirm that you are the person that is referred to in the Billing Information.

This website is available only to individuals and other persons that comply with the suitability terms of Exis by Ntovellou e-shop, and that have been issued a valid credit card by a bank acceptable to Exis by Ntovellou e-shop, for the amount of the total value of their purchases for the products they buy. In addition, especially for large orders, Exis Shop may telephone or communicate in other ways with the customer to confirm their identity before dispatching the order.

Warrantees and product price labeling

Exis by Ntovellou e-shop offers for sale high quality products.

Exis by Ntovellou e-shop does not sell used or damage products or products of inferior quality.



The main features of products appear on Exis by Ntovellou e-shop on every product page. Due to the web browser program or your screen, the products that are offered for sale at Exis by Ntovellou e-shop may not correspond exactly to the actual products with respect to the image and the colors.

The prices are subject to change. Check the final sale price before sending the relevant order form.

Orders from countries different than the dispatch country, or to addresses to which Exis by Ntovellou e-shop cannot send shipments, will be automatically cancelled.

All the products are accompanied by packaging. Do not remove the packaging or the plastic from the products that you have purchased if you wish to return them.

In case you decide to exercise your right to return packaged products, Exis by Ntovellou e-shop maintains the right to refuse acceptance of returned goods without the corresponding packaging or the plastic or products whose original condition has changed or has been damaged.

We inform you that in case of return of products you will be charged with the corresponding dispatch-receipt expenses.

Prices

Exis by Ntovellou e-shop has taken proper care during the preparation of the content of this webpage mainly to ensure that the prices that are quoted are the correct prices at the time of publication and that all the products are described correctly. As such, the orders will be accepted only if there are no substantial errors in the description of the product or their prices, as advertised on this webpage. All the prices that are published include VAT for the countries where VAT is imposed. The prices for products that you order and we accept will be those that are written on the invoice page of the webpage at the moment that you make your order.

Accuracy of content

The images and colours are solely for representation purposes. The packaging may be different to that which appears in the photograph. The weight, the dimensions and volume, if given, are by approximation. If you have any questions, please contact our sales department at the address exis@ntovellou.com for clarification on our products.



To the extent that is allowed by the legislation in effect, Exis by Ntovellou e-shop expressly disclaims any warranty assurances of any kind, expressed or understood, regarding the accuracy of the information contained anywhere in this webpage. Exis by Ntovellou e-shop will not bear responsibility for loss or damage that may arise from the use of any information contained anywhere in this webpage.

Computer damage

Exis by Ntovellou e-shop makes every effort to assure that this webpage does not contain viruses or errors. As such, we cannot guarantee that the use of this webpage or the webpage to which you gain access via this webpage will not cause damage to your computer. It is your responsibility to have the correct equipment that will allow you to use the webpage and to filter anything that may cause damage to your computer. Exis by Ntovellou e-shop will not be held responsible for damages or losses that may arise to electronic computer equipment as a result of the use of this webpage.

Mistakes in the order

You can yourselves correct any mistakes in your order up to the point where you press click on 'COMPLETE ORDER' on the last page of the order procedure of this webpage.

Shipping and delivery expenses

By rule products are dispatched within 72 hours from the order of the products that are available or within seven days for a product that is not currently available (depending on the availability). All the expenses for the delivery will be written clearly on your order and will not include insurance (unless you desire this). You will be informed by e-mail for possible delays in your order and will have the possibility of partial delivery if this is possible.

Please ensure that you write the correct delivery postal address on your order, since we will not be held responsible for packages that are lost because they were sent to wrong or incomplete addresses without the mistake being ours.

Product returns, Exchanges & money refunds

Returns policy

Our aim is to guaranty your complete satisfaction. If, for any reason, you do not remain satisfied with your order, you can exercise your right to return the products that you have purchased within seven (7) days from their date of receipt.



All the delivery expenses of the returns, with the exception of returns due to damaged products and/or products that were sent by mistake, burden you. Exis by Ntovellou e-shop will cover the dispatch costs for damaged products and products that were sent by mistake. In this case resort all the products will be sent using only the transportation company used by our company.

Terms and Conditions of Returns

In order to accept that you have correctly exercised your right to return a product you will have to fully comply with the following requirements:

1. To inform an authorised employee of Exis by Ntovellou e-shop and to have their positive answer of acceptance of the return.
2. The products should not be used, worn, washed, changed or have been damaged and the packaging together with all the labels of the designer are to be found affixed to the product. All the products that are sold by Exis by Ntovellou e-shop are accompanied by packaging. We remind you not to try the products that you buy, since we do not accept returns of products that are not in the same condition that they were delivered. For hygiene reasons, many of our products are in no case returnable. For more information on this, please contact our company.
3. The products must be returned complete and unused, in their original packaging. If the returned boxes of products have been damaged, your return may not be accepted.
4. The products must be returned to Exis by Ntovellou e-shop within seven days (7) from the day that you received them from Exis by Ntovellou e-shop.

Products that are returned after this allowed time of seven (7) days from the date of delivery of the order will be accepted only at the discretion of Exis by Ntovellou e-shop and reimbursed only with credit for future purchase of another product.

5. If you return more than one type of product from the same order, you will have to send it once: Exis by Ntovellou e-shop does not accept multiple returns of the same order, with the products being sent at different times.

If you fulfill all the above requirements, Exis by Ntovellou e-shop will refund the total amount of value of the purchased products that you have returned, except for the expenses of the initial dispatch (exempt is the case for Faulty Goods) that will have to be deducted to cover the cost of the initial dispatch.



In case that the returned products are not accepted, you will be informed of this by Exis by Ntovellou e-shop. In this case, you can choose to have the products delivered from Exis by Ntovellou e-shop at your expense. If you refuse the above delivery, Exis by Ntovellou e-shop retains the right to keep the products and the amount that was deposited to buy the products.

Faulty Products

All the complaints are dealt with in good will. The products are characterized as faulty if during their delivery they are subject to damage or if they present a manufacturing defect within one month of their purchase. Please keep in mind that the products that suffer damage due to use or wear and tear are not considered being faulty. All the products that show obvious manufacturing defects will be replaced or reimbursed immediately. As such, we retain the right, in case of doubtful complaints, to return the product to the manufacturer for inspection, in order to investigate if the complaint is real. We will keep the customer informed of the progress of his complaint. The procedure may take up to 30 days.

If you wish to exchange a faulty product, please bear in mind that we can replace it only with the same product of the same size, depending on availability of products.

Money refund

As soon as Exis by Ntovellou e-shop receives the products and checks that they fulfill all the requirements for return, you will receive an e-mail to inform you that the product has been accepted.

The value of the product will be credited to the credit card of the initial purchaser or to the account of Exis by Ntovellou e-shop deducting the delivery expenses (with the exception of faulty products or the products that were sent by mistake) that are kept to cover the cost of the delivery.

Irrespective of the method of payment that will be used (Debit or Credit Card, Money Order etc), the money refund process begins 30 days after Exis by Ntovellou e-shop informs you of acceptance of your decision to exercise your right to return the product that you purchased and after Exis by Ntovellou e-shop checks that the return was done in accordance with the above requirements.



The time interval for return of the amount that was deposited to purchase the products that were returned depends on the method of payment that you used:

1. Credit or Debit Card

The time for money refund depends on the policy of the company that issued your card.

2. Money Order – Bank transfer

The amount that you paid for the products that you returned will be refunded to your bank account which will be requested from you. The time that is required for the refund of money depends on the information that you gave when ordering. Usually the money is refunded within one month. Please bear in mind that it is necessary to have a bank account to receive the money refund for orders that were paid by Money Order. If your order was sent to a destination inside the EU, all the taxes that are in effect for the sale will be refunded. For destinations outside the EU, the customs charge and taxes for the sale are not refundable from Exis by Ntovellou e-shop. Try to communicate directly with the customs services of your area and once you forward them the refund receipt logically they will return the taxes.

Orders

All the orders must be accepted by us and are subject to availability. Exis by Ntovellou e-shop offers for sale products that are available for dispatch from our distribution centre.

If you have given your electronic address to be informed of the arrival of particular products that are presented on our webpage, we will try to inform you by e-mail within 48 hours of the product becoming available on the webpage. Bear in mind that sometimes some products that have especially large demand will have been sold within this interval.

The prices shown on the webpage are in EURO and include VAT.

All the prices and the offers continue to be valid as is noted from time to time. The charge of a product will be done in the Euro price shown on the webpage at the moment of acceptance of the order. The final price for customers abroad is calculated according to the exchange rate that is valid on the day that the company that issued the invoice processes the transaction.



Acknowledgment and acceptance of your order

If you have given your electronic address, we will inform you as soon as possible by e-mail to confirm that we have received your order and we will inform you again by e-mail or telephone to confirm that we accept your order. This e-mail does not mean that your order has been accepted. Your order will not be accepted if we detect substantial mistakes in the prices that are written on our website. If you have not given us your electronic address, the confirmation page of the order at the end of the order procedure on the website will be the confirmation that we have received your order. There will not be any communication until you receive from us confirmation that your order has been accepted and then we will proceed with the debit of your credit or debit card after we first check the data of your credit or debit card. If there are changes in the data that you have given us, you must inform us as soon as possible. At the point where we send you the products the sale agreement will be compiled by us on which we inform you that your order has been accepted via e-mail or verbally by telephone. In case that we proceed to debit your card and discover substantial mistakes in the order, we maintain the right to a money refund to your card and to cancel the order.

We reserve the right to not accept your order, for example if we do not manage to obtain payment authorisation, when there are limits to the transportation of a particular type, when the product that you have ordered is not available or does not satisfy the quality control standards and is recalled, or if you do not fulfil the suitability criteria that are mentioned above.

Additionally, at any point in time, we may refuse to process a transaction for any reason or refuse to serve a person, at our discretion.

We are not responsible towards you or towards any third parties if we recall any product from our webpage, irrespective of if the particular product has sales or not, if we delete, correct or change the material or the content of the webpage, or if we refuse to process a transaction or cancel or postpone a transaction after its processing has already begun.

Payment

The payments can be made with debit cards Visa, Visa Electron, MasterCard, American Express and by Bank transfer. The payment will be charged and will be taken from your account as soon as Exis by Ntovellou e-shop receives your order. You will confirm that the credit/ debit card that you use is yours. All the holders of credit/ debit cards are subject to validity checks and authorisations from the organisation that issued the card.



If the organisation that issued the card refuses to give Exis by Ntovellou e-shop authorisation for the payment, we will not be considered responsible for possible delays or non delivery.

We make every possible effort to make our webpage as safe as possible. All the transactions via credit cards on this website are processed by the ALPHA BANK using their payment technology, a safe payment web gate that encrypts the data of your card to a safe environment on the central computer.

Additionally, we make every possible effort, to the degree that we are able, to maintain the data of your order and payment as confidential, but provided there is no negligence on our part we are not responsible for possible loss, to your detriment, if any third party gains non-authorized access to the data that you give us when you enter our webpage or complete orders from it.

Liability exceptions

Waivers and exceptions to the liability relevant to these terms and conditions will not exist for damages due to death or injury caused by negligence on the part of Exis by Ntovellou e-shop or their employees or their representatives or as a result of fraudulence.

These waivers and exceptions shall be governed and interpreted according to the Greek Legislation. If any provision in these waivers and exceptions is considered illegal, invalid or not applicable for any other reason, the provision per say will be considered isolated and will not influence the effect and validity of the remaining provisions.

Law, jurisdiction and language

The present webpage, its entire content and every agreement that is entered as a result of the use of this webpage are governed and interpreted according to the Greek legislation. The interested parties in every such agreement agree to be subject to the exclusive jurisdiction of the Greek courts. All the agreements are in English.

EXIS SHOP RESERVES THE RIGHT TO CHANGE THE TERMS AND THE CONDITIONS AT THEIR DISCRETION, SO PLEASE READ THESE FREQUENTLY.

IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS AND CONDITIONS, PLEASE EXIT THE WEB PAGE NOW.