

General terms and Conditions

General information

These General Terms and Conditions apply to the purchase and sale of products published on the website startcbd.eu. "Start CBD" is the name of the web store of CER-CO Ltd. The General Terms and Conditions define the relationship between the User of the site and the Seller, and concerning the conditions and manner of ordering, payment, delivery, return, and reclamation of products and personal data protection and other issues related to online shopping and use of the website startcbd.eu.

Meaning of terms used in these General Terms and Conditions

- Seller: CER-CO Ltd., Biljevec 76, 42243 Maruševac, Hrvatska (Croatia), VAT ID: HR58615427252, Phone: +385 (0) 42 729 581, e-mail: info@startcbd.eu
- startcbd.eu: website owned by the Seller
- Customer: any person who orders at least one product offered on the website startcbd.eu
- User: Customer and Visitor (any person who accesses the website startcbd.eu and freely views its contents)
- Use of startcbd.eu: access to the website startcbd.eu to obtain information about its contents and/or make a purchase
- Online shopping: making a purchase of the product through startcbd.eu

By using the startcbd.eu website, Users express that they are familiar with and agree to the General Terms and Conditions and agree to use the startcbd.eu website in accordance with them. The Seller instructs the Users to familiarize themselves with these General Terms and Conditions before purchasing online to be aware of all rights and obligations. The Seller instructs the Users not to use the website startcbd.eu if they do not agree with the General Terms and Conditions.

Seller reserves the right at any time and without prior notice to cancel or change the content of the General Terms and Conditions, product range, product prices, or any other content of the website startcbd.eu. These changes take effect by posting on startcbd.eu. Users are required to review the content of the website startcbd.eu before each use. Failure by the User releases the Seller from any liability.

By accepting the General Terms and Conditions, the buyer must be an adult and capable of business. The Seller shall not be liable for any act contrary to this provision.

When filling out the order form, Customers are required to provide accurate, valid and complete personal information.

The contract for the sale of products between the Buyer and the Seller is concluded at the time of ordering the product.

The General Terms and Conditions are pre-contractual notices and are part of the Seller's obligation in accordance with the provisions of the Consumer Protection Act. Before executing an order for the purchase of an individual product, the Buyer will be asked to accept/declare that he is familiar with /

agrees with The General Terms and Conditions. After the execution of the order, ie the conclusion of the contract, it will be delivered to the Buyer as the content of the e-mail message confirming that the contract has been concluded.

The content of the website startcbd.eu is available in Croatian and English.

Access to the website startcbd.eu may sometimes be unavailable due to technical problems, maintenance, or the introduction of new content. Online purchases on the website startcbd.eu do not include costs incurred by Users using computer equipment and services to access the site.

Point of sale data

CER-CO Ltd., Biljevec 76, 42243 Maruševac, Hrvatska (Croatia)

Start CBD (startcbd.eu) is the name of an online store through which goods and services are offered.

Name and address of the company's headquarters:

CER-CO Ltd.,
Biljevec 76
42243 Maruševac
Croatia

VAT ID number: HR58615427252

ID number: 03929442

Phone: +385 (0) 42 729 581

Email: info@startcbd.eu

Giro account: 2360000-1101749467

Bank: Zagrebačka banka d.d.

IBAN: HR9123600001101749467

SWIFT code: ZABHR2X

Product information

The products offered by the Seller are displayed on the website startcbd.eu where the Buyer gets acquainted with their main features. Each product is accompanied by its main features, ie data on the characteristics, functions, and purpose of the product specified by the manufacturer.

The seller reserves the right to make errors in the description and image of the product set according to the manufacturer's information. Seller strives to provide the best and most accurate description and image, but nevertheless, cannot guarantee that all information and images provided are completely accurate.

Photographs of products are illustrative in nature and do not always and in all details correspond to the products that are the subject of the order. The seller especially emphasizes that photos of products that are handmade by the manufacturer do not have to fully match the appearance of the product in reality (eg completely identical color, design). In the case of the mentioned discrepancy between the product shown in the photo and the delivered product, it is not considered a lack or defect of the product.

In accordance with the Consumer Protection Act, the Seller undertakes to clearly, visibly, and legibly display the retail price amount. The retail price in EUR with VAT included is highlighted with each product.

Ordering products

To purchase on the website startcbd.eu, registration is not required. Ordering products is possible 24 hours a day, 7 days a week. After selecting the product, the purchase can be completed by filling out the electronic form provided. When filling out the form, the Buyer is obliged to enter all the information required of him. The order can be executed with the confirmation of the Buyer that they have previously read and understood the General Terms and Conditions and that they agree with them and that they are aware that it is an order with an obligation to pay. After completing the order, an order confirmation is sent to the customer by e-mail.

Ordering procedure

When Customer finds the product they want to order on the website startcbd.eu, they add it to the cart by clicking on the "Add to cart" option. By clicking on the "Shopping Cart" sign, the Customer can check which products are in their virtual shopping cart and make changes if necessary. The cart contains an overview of all selected products, prices and quantities of products, the amount of delivery, and the total amount of the order (including delivery and VAT). The quantity of an individual product can be changed by entering the desired quantity in the "Quantity" field, by clicking on the "-" sign to reduce the quantity of products in the basket, and by clicking on the "+" sign to increase the quantity of products in the basket. To delete the product from the cart, click on the "x" sign.

When the Customer completes the product selection process and decides to place an order, clicking on the "Cashier" option or the "Cart" by clicking on the "Go to payment" option will open a form where the Customer enters the necessary information (name, street and house number, place, postal code, country, telephone number, and e-mail), data required for the R1 account (name and VAT ID of the company), additional notes if there are any, and selects the method of payment. If the information for the delivery of the invoice is different from the data for the delivery of the shipment, it is necessary to check the box "Deliver to another address?" and enter product delivery details. Payment by cash on delivery (payment to the cashier when picking up the shipment), card, or payment to the account (via e-banking or general payment slip) can be chosen as the method of payment. After selecting the type of payment, it is necessary to check the box "I have read and agree to the General Terms and Conditions" and the box "I am aware that the order includes a payment obligation". After the Customer checks the correctness of the data, if they want to complete the process and order the product (s), they must click on the "Confirm and order" option.

When paying by payment to the account, an order confirmation is sent by e-mail with all the information needed to make the payment. When choosing card payment, the Customer's system switches to the secure online payment page on CorvusPay, where they enter the required information, and then an order confirmation is sent to them by e-mail.

After the execution of the order, the Customer is sent an e-mail confirmation of the order, the General Terms, and Conditions, and the Form for unilateral termination of the contract. If the Customer has not received such a message by e-mail, it means that the ordering process has not been successfully completed and it is necessary to replace the order.

When Seller ships out the shipment, a message is sent to the Buyer by e-mail informing him that the shipment has moved to the address specified by the Buyer as the address for delivery of purchased products.

The invoice is sent to the Buyer in the shipment together with the ordered products, and if the delivery address is different, the invoice is sent to the Buyer by e-mail or by mail to the Buyer's address.

If the ordered product is not available or cannot be delivered for any reason, the Seller will notify the Buyer electronically or by telephone. The buyer can accept a new delivery time, choose another product or cancel the order. In case of complete impossibility of delivery of the ordered and paid product or cancellation of the order by the Buyer, the Seller will refund all paid funds.

Product price

With each product, the retail price in EUR with VAT included is highlighted (Seller is in the VAT system). The price of the product means the price for PayPal payment, payment to the account (via e-banking or general payment slip), and cards.

Expressed product prices do not include shipping costs, which are charged separately. For orders above a certain amount, delivery is free, and all under the conditions and the manner specified in these General Terms and Conditions.

Before confirming the order, the price of the product, the delivery price, the VAT price, and the final price are stated separately so that the Buyer has an insight into the final price of the order.

The seller reserves the right to change prices without notice.

Shipping costs

Shipping costs depend on the package weight, order value, and destination.

We deliver to EU countries (Austria, France, Greece, Italy, Hungary, Slovenia, Czech Republic, Germany, Poland).

Country	Price to 2kg	Price to 3kg	Price to 5kg	Price to 10kg
Slovenia	8,88€	13,47€	13,61	13,74€
Austria	10,74€	17,86€	18,28€	18,80€
Germany	11,60€	21,35€	21,84€	22,33€
Czech Republic	10,68€	15,99€	16,46€	17,60€
France	17,59€	22,34€	22,61€	22,87€
Greece	15,88€	33,61€	37,75€	41,98€
Hungary	12,29€	14,46€	14,93€	15,41€
Italy	15,92€	27,24€	27,59€	27,95€

Country	Price to 2kg	Price to 3kg	Price to 5kg	Price to 10kg
Poland	12,40€	29,62€	29,84€	30,06€

GLS provides delivery services.

Payment methods

Possible payment methods are:

- **Payment by card**
- **By payment on account**

Payment by card

Products can be paid for once or in installments by debit, credit, and business cards (MAESTRO, VISA, MASTERCARD, DINERS, DINERS obročno) of any bank from Croatia and abroad.

T-com Pay Way provides the card payment service. Card data is not stored in the online store system CER-CO d.o.o. but is already stored with the online payment service provider. T-com is not included in the contractual relationship between the seller and the buyer.

Products can be paid for once or in installments by debit, credit, and business cards (MAESTRO, VISA, MASTERCARD, DINERS, DINERS obročno) of any bank from Croatia and abroad. T-com Pay Way provides the card payment service. Card data is not stored in the online store system CER-CO d.o.o. but is already stored with the online payment service provider. T-com is not included in the contractual relationship between the seller and the buyer. The minimum amount of the transaction for payment in installments is 66,36€. All card payments are made in Euro. T-Com PayWay is used for the billing process.

By payment on account

If the payment for the product is made by payment to the account (via e-banking or general payment slip), the Customer must fill in the following information:

Payment to IBAN account CER-CO Ltd., Biljevec 76, 42243 Maruševac, Hrvatska (Croatia):
HR9123600001101749467

Payment description: enter the order number

Recipient: CER-CO Ltd., Biljevec 76, 42243 Maruševac, Hrvatska (Croatia)

Upon receipt of payment, the ordered products are delivered to the Buyer. The ordered products are delivered to the Buyer in accordance with the Terms of delivery.

Delivery

The seller delivers the ordered goods within 3 to 15 working days, depending on the product. The delivery date of the product is indicated on the website startcbd.eu.

For orders paid by the Customer by card or PayPal, the delivery period starts on the next working day from the execution of the order. For orders paid by the Buyer by payment to the account (via e-banking or general payment slip), the delivery period begins the next working day after the Seller receives the payment to his account.

The following are not included in the delivery deadlines:

- day of receipt of the order
- non-working days if they represent the beginning or the end of the deadline
- Delay time due to incorrect and incomplete Customer address
- time of delay due to force majeure or other reasons for which the Seller is not at fault

Packages are delivered exclusively on weekdays, from Monday to Friday, to the specified delivery address.

Ordered products are packed in such a way that they are not damaged by normal handling during transport/delivery. Packages may include a variety of protective materials to prevent breakage (paper, protective film, styrofoam, sponge, etc.).

The invoice for the order is delivered in a package together with the ordered products.

In addition to products for which exist or are prescribed by law, other documents prepared by the manufacturer or distributor for easier and safer use of the product (warranty, technical instructions, assembly instructions, instructions for use, etc.) are attached.

When taking over the product, the Buyer is obliged to check whether there is visible external damage to the shipment and/or to the products within the shipment and immediately report them to the delivery person and request a report on the damage, or refuse to pick up the shipment of damaged goods.

In this case, the Buyer should contact the Seller by e-mail info@startcbd.eu or by phone at +385 (0) 42 729 581 to agree on further action concerning the damage.

If the shipment is damaged in transport, the Buyer will be sent a new shipment with the correct, and nondamaged products at the expense of the Seller, and if this is not possible, the Buyer is entitled to a refund of all funds paid.

By signing the Delivery form of the delivery service provider, the Buyer or another person authorized to receive the shipment confirms that they received the shipment undamaged and without compromising its contents. After signing without any objections, the Buyer fully assumes the risk of possible damage to the product and therefore cannot point out subsequently determining damages to the Seller, unless they are of such a nature that it could not be detected by normal inspection when taking over.

The right to unilateral termination of the contract

The buyer has the right to unilaterally terminate the contract within 15 days without giving a reason. In order to exercise its right to unilateral termination of the contract, the Buyer must notify the Seller of its decision to unilaterally terminate the contract before the deadline by an unequivocal statement sent by mail to CER-CO d.o.o., Biljevec 76, 42243 Maruševec or e-mail at info@startcbd.eu, in which he will state his name and surname, address, telephone number or e-mail address, and may use the

attached example of a form for unilateral termination of the contract. The period of 15 days begins to run from the day when the goods that are the subject of the contract are handed over to the Buyer or a third party designated by the Buyer, who is not the carrier. If regular delivery of goods has been agreed for a certain period, the 15-day period starts from the day when the first piece or the first consignment of goods is handed over to the Buyer or a third party designated by the Buyer, who is not the carrier.

If the Seller has not notified the Buyer of his right to unilaterally terminate the contract, the Buyer's right to unilaterally terminate the contract expires after 12 months from the expiration of the termination period (12 months begins to run after the expiration of 15 days for regular termination in case proper information).

If the Seller has notified the Buyer of his right to unilateral termination of the contract within 12 months (counting from the 15-day period provided for regular termination in case of proper notice), the right to unilateral termination of the contract ceases after 15 days from the date the Buyer has received this notice.

In the event of termination of the contract, each party is obliged to return to the other party what it received under the contract. If the Buyer exercises his right to unilateral termination of the contract, the Seller must without delay, and no later than 15 days from the date of receipt of notice of the Buyer's decision to terminate the contract, return to the Buyer all that he paid under the contract. The Seller is not obliged to reimburse the additional costs resulting from the Buyer's explicit choice of the type of transport that is different from the cheapest type of standard transport offered by the Seller. Unless he has offered to take over the goods returned by the Buyer, the Seller must refund the payment only after the goods are returned to him, ie, after the Buyer provides proof that he sent the goods back to the Seller, if the Seller was notified before receiving the goods. The Seller must refund the payment using the same means of payment used by the Buyer when paying unless the Buyer expressly agrees to another means of payment, and assuming that the Buyer is not obliged to pay any additional costs for such refund.

Unless the Seller has offered to pick up the goods returned by the Buyer, the Buyer must return the goods without delay and no later than 15 days after notifying the Seller of its decision to terminate the contract. It is considered that the Buyer has fulfilled their obligation on time; if before the expiration of the above set deadline Buyer sends the goods, or hands them over to the Seller, or a person authorized by the Seller to receive the goods.

The direct costs of returning the goods are borne by the Buyer.

The buyer is responsible for any impairment of the goods resulting from the handling of the goods, other than that which was necessary to determine the nature, characteristics, and functionality of the goods.

If the Buyer unilaterally terminates the contract, he is obliged to return the product undamaged and unused, with all associated parts, in original and undamaged packaging and with all received accompanying documentation with the product (warranty, technical instructions, assembly instructions, instructions for use, etc.). Any mark intended to indicate that the product has not been used or damaged must not be removed or damaged. The product must be originally packaged and suitable for resale and use.

The buyer is not entitled to unilateral termination of the contract if:

- the subject of the contract for goods or services whose price depends on changes in the financial market that are beyond the influence of the Seller, and which may occur during the term of the Buyer's right to unilateral termination of the contract
 - the subject of the contract are goods that are made to the Buyer's specification or that are clearly tailored to the Buyer
 - the subject of the contract are perishable goods or goods that expire quickly
 - the subject of the contract is sealed goods that are not suitable for return due to health or hygiene reasons if they were unsealed after delivery
 - the subject of the contract are goods which, due to their nature, are inseparably mixed with other items after delivery
 - The Buyer specifically requested a visit from the Seller for urgent repairs or maintenance work, provided that during such a visit, in addition to those services explicitly requested by the Buyer, the Seller provides other services, or delivers other goods than those necessary for performing urgent repairs or maintenance work, the Buyer has the right to unilaterally terminate the contract in connection with these additional services or goods
 - the subject of the contract for the supply of sealed audio or video recordings, or computer programs, which are unsealed after delivery
- > Form for unilateral termination of the contract (pdf)

Complaints and liability for material defects

If the Buyer is delivered a product that he did not order or if the product has damage or error, or material defects, the Buyer has the right to complain about the product to which the Seller is obliged to respond in writing within 15 days of receiving the complaint or complaint.

If the product is sold at a lower price than the regular one because it has a defect, and if the Seller has warned in a clear, visible, and understandable way what the defect in the product is, then the Buyer can not complain about the product about the defect stated and indicated by the trader.

Information with the invoice number, description of the complaint, and a photo of damage or defects, Buyers should send in writing by mail to the address of the Seller CER-CO d.o.o., Biljevec 76, 42243 Maruševec or e-mail to info@startcbd.eu.

For the Seller to respond to a written complaint from the Buyer that was not sent by e-mail, Buyers must provide accurate information about their name and address and the address to which the response will be sent.

In case of a justified and timely complaint, the Buyer has the right to eliminate defects or replace the goods, and if this is not possible or not possible within a reasonable time, the Seller will, at the option of the Buyer, reduce the price of goods or refund the full amount paid.

The Seller will accept the return of damaged, defective, or incorrectly delivered goods at its own expense if it is determined that the complaint is justified and that the Buyer has not affected the correctness, damage, or any defect of the goods. In the event of a justified complaint, the cost of eliminating defects or the cost of replacement is borne entirely by the Seller.

The seller will consider the complaint valid if it determines that it meets the conditions and deadlines for the complaint in accordance with the Civil Obligations Act and the Consumer Protection Act.

More about the conditions and deadlines for complaints is given below in the section Liability for material defects.

Liability for material defects

The Seller is liable for material defects of the product until the moment of transfer of risk to the Buyer (the moment of handing over the things to the Buyer or a third party designated by the Buyer, who is not the carrier), regardless of whether he knew. The Seller is also liable for those material defects that occur after the transfer of risk to the Buyer if they are the result of a cause that existed before. It is presumed that the defect that occurred within six months of the transfer of risk existed at the time of the transfer of risk unless the Seller proves otherwise or otherwise arises from the nature of the thing or the nature of the defect.

The disadvantage is qualified:

- if the item does not have the necessary properties for its regular use,
- if the item does not have the necessary properties for the special use for which the Buyer is purchasing, and which was known to the Seller or must have been known to them,
- if the item does not have properties and characteristics that are explicitly or tacitly agreed, ie prescribed,
- when the Seller has submitted an item that is not identical to the sample or model unless the sample or model is shown for informational purposes only,
- if the item does not have properties that otherwise exist in other items of the same type and that the Buyer could reasonably expect according to the nature of the item, especially taking into account public statements of Sellers, manufacturers and their representatives on the properties of items (advertisements, markings, etc.),
- if the item is incorrectly installed, provided that the installation service is included in the fulfillment of the sales contract,
- if incorrect installation is due to deficiencies in the installation instructions.

If the Buyer, based on the statement of the manufacturer or his representative, expected the existence of certain properties, the defect is not taken into account if the Seller did not know or should have known about these statements, or these statements were refuted by the time of the contract or did not affect the Buyer's decision to enter into a contract.

The Seller is not liable for defects if they were known to the Buyer at the time of concluding the contract or could not remain unknown to him. The Seller is also liable for defects that the Buyer could easily notice if he stated that the item has no defects or that the item has certain properties or characteristics.

The Buyer is obliged to notify the Seller of the existence of visible defects within two months from the date of discovery of the defect, and no later than two years from the transfer of risk to the Buyer.

When upon receipt of the item by the Buyer it turns out that the item has a defect that could not be detected by normal inspection when taking over the item, the Buyer is obliged, under the threat of loss of rights, to notify the Seller of discovering the defect within two months.

The seller is not responsible for defects that appear after two years have passed since the delivery of the item.

If the Buyer has timely and duly notified the Seller of the defect, the Seller may have one of the following obligations: to remove the defect, to hand over another item without defect, to reduce the price, or terminate the contract.

The rights of the Buyer who informed the Seller in time about the existence of the defect expire after two years, counting from the day of sending the notice to the Seller unless the Seller's fraud prevented the Buyer from realizing them.

Warranty

For products for which the Seller, ie the manufacturer gives a guarantee for the correctness of the product, the Seller, together with the purchased product will provide the Buyer with a guarantee certificate (guarantee). The warranty conditions are stated on the warranty card.

The issued guarantee guarantees the correctness of the item during a certain period of time (warranty period), counting from its delivery to the Buyer. If the item is not correct within that specified time, the Buyer may request the Seller to repair the item within a reasonable time or if he fails to do so, to hand over the correct item to him instead. If the Seller does not repair or replace the items within a reasonable time, the Buyer has the right to terminate the contract or reduce prices.

In the event of a minor repair, the warranty period is extended as long as the Buyer has been deprived of the use of the item. However, when, due to a defect in the item, it is replaced or substantially repaired, the warranty period begins to run again from the replacement, ie from the return of the repaired item. If only a part of the item has been replaced or substantially repaired, the warranty period begins to run again only for that part.

The Customer's rights under the warranty expire after two years from the date on which the Customer requested the repair or replacement of the item.

The Buyer is obliged to keep the invoice and the guarantee certificate for the entire period of the warranty period because based on them, they exercises their rights.

Product defects resulting from improper use and/or misconduct are not covered by the warranty.

Written objection

If the Buyer is dissatisfied for any reason, he may submit a written complaint to the Seller. Complaints can be sent by mail to CER-CO d.o.o., Biljevec 76, 42243 Maruševac or by e-mail to info@startcbd.eu.

The Seller will acknowledge receipt of the complaint to the Buyer in writing without delay. The Seller is obliged to respond in writing to the Buyer's complaint within 15 (fifteen) days from the date of receipt of the complaint.

For the Seller to respond to the written complaint of the Buyer that was not sent by e-mail, Buyers are asked to provide accurate information about their name and surname and the address to which they will send a response.

If the complaint is related to a specific order, to determine as quickly as possible the specific order to which the Customer has a complaint, the complaint should state the order number or account number and your name and surname.

Dispute resolution

In the event of a dispute, the Seller and the Buyer shall endeavor to resolve the dispute amicably, and if this is not possible, the Croatian courts shall have jurisdiction with the application of Croatian law. Disputes can also be resolved before the Court of Honor of the Croatian Chamber of Commerce or other conciliation centers.

An online dispute resolution platform

EU disputes related to online shopping can be resolved through the ODR platform, which you can access via following link:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=EN>

This means that if the Customer encounters a problem during an online purchase within the EU (defective product, inability to replace the product, etc.) they can submit their complaint in a quick and easy way at the link above.

The online dispute resolution platform is an interactive website that is also available in Croatian. In addition to information on all available entities for alternative dispute resolution in the European Union, their procedures, competencies and costs, the Platform provides simple instructions on how to register and file a complaint.

Contract duration

The contract concluded by the Buyer with the Seller is a one-time contract for the distance sale of products consumed by the delivery of goods and payment made by the Buyer, in case it is not terminated. These General Terms and Conditions are an integral part of the contract.

Online payment security statement

For payments on our web store, we use T-Com PayWay.

T-Com Pay Way applies the most modern standards of data protection - Secure Socket Layer (SSL) protocol with 128-bit encryption of data and the MD5 algorithm. ISO 8583 protocol ensures that the data exchange between T-Com System and the authorization centers of credit card companies is done in a private network that is protected from unauthorized access by double-layer "firewall" (firewall).

3dsecure instructions for secure online shopping



[Visit the link](#) to learn more about Mastercard® SecureCode.



[learn more](#)

[Visit the link](#) to learn more about Verified by Visa.

Privacy and data security statement

Before accessing certain content, when registering or purchasing online on the Seller's website, it is necessary to enter the User's own personal data. In case of consent to the provision of personal data, the User will be deemed to have agreed to the terms of personal data provided by these General Terms and Conditions, which entitle the Seller to collect, use, process and transmit personal data related to usage on website startcbd.eu.

The Seller undertakes to protect personal data of the User, by collecting only necessary, basic data about the Users that are necessary to meet our obligations under these General Terms and Conditions. Data that is automatically recorded when accessing the website, other than personal data (IP address, search engine types, time spent on the site, number of visits, etc.) will be used by the Seller exclusively to assess website traffic and to improve its content and functionality.

Seller informs the Users how the collected data is being used, also regularly gives Users the opportunity to choose the use of their data, including the ability to decide whether they want to remove their name from the lists used for marketing campaigns. All user data is strictly kept and is available only to employees who need this data to do their job. All employees of CER-CO Ltd. (owned by Seller) and business partners are responsible for adhering to the principles of privacy protection.

Head of personal data processing

The Seller is responsible for the processing of personal data (CER-CO d.o.o., Biljevec 76, 42243 Maruševac, VAT ID NUMBER: HR58615427252, phone: +385 (0) 42 729 581, e-mail: info@startcbd.eu).

Contact details of the personal data protection officer: info@startcbd.eu

Purposes of personal data processing

The Seller collects and uses the User's personal data for the purpose of concluding and fulfilling sales contracts and in order to fulfill legal and regulatory obligations as well as for the purpose of realizing its own legitimate interests in lawful business.

Personal data and availability to third parties

The Seller keeps the personal data of the User (name, surname, address, e-mail address and telephone number, name, and VAT ID NUMBER of the company), for which the User has given consent during the purchase/registration. The Seller shares the User's personal data only with the partner delivery service to ensure that the ordered products reach the User. If the User does not want the Seller to keep his personal data or share it with partners, he may withdraw his consent by e-mail info@startcbd.eu.

The Seller does not pass on the User's personal data to unauthorized persons or organizations, nor uses them for other, unforeseen and unauthorized purposes.

The period in which personal data will be stored

We store and process personal data only for as long as is necessary to perform a certain legitimate purpose unless applicable regulations provide for a longer period of storage for a particular purpose, and at least for the duration of the contract between the User and the Seller.

In the case of giving consent to marketing, we keep the data until the consent is revoked.

Security measures for personal data protection

The collected data is in electronic form and is specially protected so that the communication between the User's computer and the website startcbd.eu takes place through a security protocol. All personal data of the User are provided with organizational and technical protection against unauthorized access, modification, dissemination, or deletion. Seller implements all reasonable data protection measures, but cannot guarantee the protection of information transmitted to or from the Internet and is therefore not responsible for the information received in this way by a third party.

Access and correction of personal data

The User may request and receive from the Seller complete information about the personal data stored, as well as their correction by sending an e-mail to the e-mail address of the person for personal data protection: info@startcbd.eu.

Deletion of personal data (right to forget)

The user has the right to request the deletion of personal data at any time (right to forget) and can do so by sending a request to the e-mail address of the personal Data Protection Officer at info@startcbd.eu and the data will be deleted without delay after verifying the authenticity of the request. The User has the option of submitting a request for deletion in any notice received from the Seller or may send an e-mail to the e-mail address of the Data Protection Officer at info@startcbd.eu stating that they want their personal data deleted.

The right to object

If in spite of all measures taken for the protection of personal data, the User considers that he has grounds for a complaint, he may submit a complaint to the e-mail address of the person for the protection of personal data at info@startcbd.eu.

Amendment to the Privacy and Security Statement

This Privacy and Security Statement may be amended by Seller at any time by posting an amended text of the Privacy Statement on the website startcbd.eu. If the User does not agree with this Privacy and Security Statement, we instruct the User to leave and not access or use the website startcbd.eu. The amendment to the Data Privacy and Security Statement shall take effect upon publication on the website startcbd.eu. Continuation to use the website startcbd.eu by the User after the entry into force of the changes means that the User confirms and accepts the amended Statement of Privacy and Data Security.

Rules for handling cookies

Cookies and other tracking technologies can be used on a website in various ways, for example, to make the website work better, for traffic analysis, or marketing purposes.

A cookie is a small piece of information that a website stores on a visitor's computer or mobile device. The cookie allows the website to "remember" the actions of visitors from previous visits. Most browsers allow the use of cookies, but the user can delete them at any time or prohibit the

storage of cookies in the browser. The most common reasons for using cookies are: identifying visitors, remembering specific user preferences, helping to enter information that has already been entered during previous visits, collecting data for analysis and promotional campaigns.

Cookies can be classified as:

Session cookies - are stored on your computer and are automatically deleted when you close your internet browser. They allow the website to get temporary information, such as comments or shopping cart status.

Persistent cookies - remain in the internet browser even after closing and usually have an expiration date. With the help of these cookies, websites store data to make it easier for users to use. They store information such as username and password, which allows you to use the "remember me" feature when logging in, so you don't have to enter your username and password every time you visit them.

First-party cookies - they come from a website visited by a User and can be temporary or permanent. They allow the website to store the data used when the User visits the website again.

Third-party cookies - There are several external services that store limited cookies for the User (Facebook, Instagram, Google Analytics, and Google AdWords), and most often serve as an aid in interpreting user behavior and marketing purposes.

In browser settings such as Internet Explorer, Safari, Firefox, or Chrome... you can specify which cookies the user wants to accept and which to reject. The location where the settings can be found depends on the type of browser.

On the website startcbd.eu. Google Analytics is used to view traffic statistics. Google Analytics provides insight into traffic from sources such as pay-per-click networks, email marketing, display advertising, search engines, and more.

The website also uses Google Adwords and Facebook Pixel as a channel to advertise our products.

On the website startcbd.eu. It is possible to subscribe to the Newsletter via the MailChimp service, for which purpose the e-mail addresses of Users who wish to receive notifications about news and promotions on the website startcbd.eu are collected.