

1. Completed data in the ordering process serves only for mail order sales and will never be given to third parties.
2. All orders are binding. Orders are active only after delivery to the customer. Lorex Medical reserves the right not to accept or cancel the order. The customer will be informed in advance of this fact by email or by telephone.
3. Delivery time is usually 7 days, for goods marked "3-5 days" 10-12 days, if the goods are marked "not in stock" it is necessary to order the goods additionally from our suppliers and the delivery can take several weeks.
4. The Seller shall deliver to the Buyer at the latest, together with the Goods, in written or electronic form, all documents required for the taking and use of the Goods and other documents prescribed by the applicable law (instruction in the state language, warranty card, tax document).
5. All shipments within the Slovak Republic will always be dispatched by Slovak Post 1. Class or courier company.
6. In the case of ordered goods, orders will be merged and sent together if the original order has not yet been sent. The postage will be paid for only one order if all items in these orders are in stock.
7. When ordering the goods by mail order, the buyer has the right to withdraw from the contract within 7 working days from the date of receipt of the goods.
8. The buyer must deliver the returned goods to the seller's address in the original packaging, which is unused, undamaged and complete (including accessories, manuals, warranty certificate), proof of purchase together with a letter of withdrawal in the form of an insured item. The cost of returning goods is borne by the buyer, who is obliged to send the undamaged goods as a shipment with agreed insurance against damages caused by the transport of the goods (not on the delivery).
9. The seller does not collect the returned goods sent on the delivery note.
10. The Letter of Cancellation from the Purchase Contract may also be delivered electronically.

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11. The buyer must withdraw from the contract in writing. The written form of withdrawal is required in order to avoid any doubt as to whether to withdraw from the contract, complain or otherwise require the buyer. Withdrawal from the purchase contract must include the buyer's identification, the number and date of the order, the exact specification of the goods, the way the seller has to return the already received payment. In the event that the buyer does not fulfill this obligation, the withdrawal from the purchase contract is not valid and effective and the seller is not obliged to return the purchase price to the buyer and is also entitled to reimbursement of the costs associated with sending the goods back to the buyer.

If the buyer withdraws from the contract and delivers to the seller the goods in the correct manner, he returns the buyer already paid the purchase price within 15 working days of delivery of the withdrawal from the purchase contract and delivery of the goods to the seller by cashless transfer to the purchaser's account designated by the buyer.

In the event that the buyer withdraws from the contract and delivers to the seller the goods that are used and is damaged or incomplete, he returns to the buyer the already paid purchase price for the goods reduced in accordance with the provisions of Section 457 of the Civil

Code with a value of 1% of the total price of the goods for each day of the use of the goods and the value of the repair and release of the goods to the original state within 15 working days from the delivery of the withdrawal from the purchase contract and delivery of the goods to the seller by non-cash transfer to the Buyer's account designated by the Buyer.

12. Buyer can not withdraw from a contract whose subject is:

13. Provision of service when the service has begun to be performed with the consent of the buyer prior to the expiration of the withdrawal period.

14. Sale of goods or services whose price depends on the movement of prices on the financial market which the seller can not influence.

15. Sale of goods made in accordance with the specific requirements of the buyer or goods specifically intended for one buyer or goods which can not be returned due to their properties (for example, for hygienic reasons) or goods that are subject to perpetual misconduct.

16. Sale of audio or video recordings or computer programs that the consumer has unpacked.

17. Sale of books, brochures, catalogs, newspapers and magazines.

18. The seller is entitled to withdraw from the purchase contract if the manufacturer, importer or supplier of the goods agreed in the purchase contract has interrupted the production or made such major changes as to prevent fulfillment of the seller's obligations under the purchase contract or for reasons of force majeure. The seller is obliged to immediately inform the buyer about this fact and return the already paid advance for the goods agreed in the purchase contract.

19. All goods delivered are warranted under the applicable terms of the Commercial Code.

20. All prices are in EUR with VAT.

21. Lorex Medical reserves the right to change the prices of individual items without prior notice in case of change of legislation, changes in the Euro exchange rate and price changes from producers or suppliers of goods.

22. All the pictures on our site are illustrative and do not have to match the fact.