

## I.

### Terms and Conditions

1. These General Terms and Conditions are valid in the case of a purchase in the e-shop at the address [www.incantevolemilano.com](http://www.incantevolemilano.com), the provider of which is the company Incantevole Milano s.r.o., with the registered office at Pražská 2529/3, 96001 Zvolen, Slovakia, Company Registration Number: 54205832, registered in the District Court Banská Bystrica, Section: Sro, File No.: 42477/S, email: [info@incantevolemilano.com](mailto:info@incantevolemilano.com), contact person: Ida Gašparová.
2. The Terms and Conditions create an inseparable part of a concluded purchase contract concluded between the seller and buyer.
3. All the contractual relations are concluded in compliance with the legal regulations valid in the Slovak Republic.
4. In the case a consumer is the contractual party, relations not administered by these Terms and Conditions are governed by Act:
  - No. 40/1964 Coll. Civil Code as later amended;
  - No. 250/2007 Coll. on Consumer Protection as later amended;
  - No. 102/2014 Coll. on Consumer Protection in the case of Sale of Goods or Provisioning of Services based on a Contract Concluded Remotely or a Contract Concluded out of the Operational Premises of the Seller and on change and amendment of some laws as later amended;
  - No. 22/2004 Coll. on Electronic Trade and on change and amendment of Act No. 128/2002 Coll. on State Inspection of the Domestic Market in the Matters of Consumer Protection and on change and amendment of some laws as amended by Act No. 284/2002 Coll. as later amended .
5. In the case an entrepreneur is the contractual party, the relations are not administered by these Terms & Conditions and are governed by Act. No. 513/1991 Coll. Commercial Code as later amended. However, an entrepreneur cannot order the goods online through our e-shop at the address [www.incantevolemilano.com](http://www.incantevolemilano.com), instead s/he must address her/his order to the email address [info@incantevolemilano.com](mailto:info@incantevolemilano.com).

## II.

### Definition of the Terms

1. **Consumer Contract** is each contract concluded by the supplier with a consumer regardless of the legal form.
2. **Seller** is the company Incantevole Milano, s.r.o. which operates the e-shop. Its purpose is the sale of the goods through the e-shop and is located at the web page [www.incantevolemilano.com](http://www.incantevolemilano.com) (hereinafter referred to as the “e-shop”).
3. **Buyer** is a customer who enters into the contractual relation with the seller based on a purchase contract.
4. Each individual competent for legal actions who showed the interest to purchase the goods in the e-shop can be a **customer** of our e-shop. Under the certain circumstances and according to these Terms and Conditions , a customer may also be a third person defined by a customer in a binding order as a person to whom the ordered goods shall be handed over (hereinafter referred to as the “authorized person“). Providing a name of an authorized person in the binding order shall be considered as her/his authorization to take over the ordered goods.

## III.

## **Order and Conclusion of a Purchase Contract**

1. A buyer shall select a product based on the up-to-date offer published in the e-shop, s/he shall confirm this selection by clicking on the button „Add to cart“, s/he fills in the order form (provides name, surname, address of the domicile, e-mail, telephone number or the delivery address), selects the quantity of the products (eventually identifies the parameters of a product) and selects the payment method. The orders realized through the e-shop are binding. By sending the order a buyer confirms with an active click that s/he was familiarized and agrees with these Terms and Conditions .
2. Location of the offered goods in the e-shop is a proposal to conclude the contract. The contract starts to exist by sending of an order by a buyer and accepting of an order by the seller. We will send you an order confirmation (order acceptance) to your defined e-mail address after processing of your order without undue delay. The confirmation comprises number of an order, name and specification of the goods, information about the price of the goods and delivery costs (postage), payment method, eventually other information as the information on assumed delivery deadline of the goods, information about the place where the goods shall be delivered, information about the seller etc. The purchase contract is concluded by the delivery of the confirmation e-mail on acceptance and confirmation of your order.
3. In the case you have an account created, your order will also be archived in a section My orders which can only be accessed by you after logging in. All the other information related to a buyer's order can be sent to the e-mail address of the buyer if needed.
4. Contractual parties agree that the communication between them will be realized in a form of the e-mail messages.
5. A buyer is obliged to pay a price of the goods to the seller agreed in the order confirmation including the delivery costs (hereinafter referred to as the „purchase price“) via the wire transfer through the Stripe service to the account of the seller, or via the wire transfer to the account IBAN: SK17 0200 0000 0045 3220 4555.
6. The buyer is obliged to pay a purchase price for the agreed goods to the seller via the wire transfer immediately after the realization of the order, however not later than by the takeover of the goods.
7. Information on individual steps leading to conclusion of the contract result from these Terms and Conditions and a buyer has always got an option to check the order before sending it, eventually correct it. The contract is concluded in the English language.
8. Together with the goods the provider shall deliver to the buyer all the necessary documents related to the goods: invoice (tax document), or warranty certificate (if provided by a manufacturer).
9. The buyer can cancel the order via e-mail if it has not been processed yet. To cancel the order, kindly contact us through the e-mail address: [info@incantevolemilano.com](mailto:info@incantevolemilano.com), eventually through our contact form.

## **IV. Price**

1. All the prices of the goods and services are stated as the final prices, including respective VAT in the level defined by the valid legal regulation of the Slovak Republic (usually 20 % - you can find the exact rate in an invoice), however it neither includes the price of the goods delivery nor the eventual customs costs and charges in the case a customer out of the European Union orders the goods.
2. All the sales promotions are valid until the stocks are sold out unless stipulated otherwise by a concrete product.

3. Any additional discounts provided above the framework of the discounts stated by individual products on our web page and individual discounts for a customer cannot be mutually combined.
4. **The final price** is stated in an order form directly before sending the order and it is stated including VAT, eventually including all the costs as package and postage that must be paid by a consumer to get a product or service. This price cannot be changed by the seller unilaterally. This does not apply to the custom costs and charges in the case the goods are ordered by a customer out of the territory of the European Union. These costs must be reimbursed by a buyer to the respective custom authorities of the domestic country.

## **V.**

### **Delivery Terms**

1. The goods in stock are dispatched usually on the next business day.
2. The goods that are not in stock are always marked as "Sold out".
3. The usual delivery of the order takes 2-4 days, however in the exceptional situations the delivery deadline can be extended for which we apologize in advance (maximum within 30 days). If the ordered goods or the part of the goods from the order cannot be delivered within the above defined deadline, we will inform you about this situation as soon as possible and announce the assumed delivery deadline or propose the delivery of a substitute goods. If we cannot provide the goods within the additional deadline, you are entitled to withdraw from a contract and in the case you paid the purchase price or the part thereof, the money will be refunded to you to a bank account from which the payment had been realized within 30 days, eventually a credit for purchase in our e-shop can be issued to you if agreed.
4. The orders are processed continuously each business day. Business days are Monday to Friday, except for the national and local holidays.
5. For the orders realized from the territory of Italy we provide free of charge delivery. The amount of postage for the orders realized from other European Union countries is defined for EUR 18.00 incl. VAT. The amount of postage for the orders realized from the territories out of the European Union is defined for EUR 25.00 incl. VAT.

## **VI.**

### **Place and Method of Delivery**

1. The obligation to deliver the goods is fulfilled by handing over the goods to a customer or authorized person stated in the order. We send the goods in a form of a package through a courier service ("UPS" and "DHL").
2. We will inform you by an e-mail about the handover of your order to a carrier. A tracking number of the order is activated within 24 hours from dispatch of the order from our warehouse, therefore it is not sometimes possible to find any updates on the order status immediately after the dispatch of the order. In such a case we kindly ask you to check the order update later. If the goods failed to be delivered to you within 7 days after receiving such an e-mail, kindly contact the respective carrier as well as us. We will send you more detailed information about your package and possible reasons of non-delivery after the investigation via e-mail.
3. A customer is obliged to take over the goods at the agreed place and time personally or ensure its takeover. The takeover of the goods shall be confirmed by a customer in writing in a delivery note (by a signature of takeover from a courier company). After reimbursement of an amount for the order the customer will receive a tax document (invoice) to the e-mail

address that also serves as a warranty certificate. Together with the goods the customer will receive the summary of the order as well as respective accounting document (invoice).

4. The obligation to deliver the goods shall be considered as fulfilled obligation even if a customer fails to take over the goods at the agreed time and place or if s/he refuses to take over the goods. In the case the customer fails to take over the goods and the goods are returned to us, we are entitled to withdraw from the contract and require the compensation of the costs related to the return of the goods from the customer (the seller is entitled to damages (pursuant to provisions of Section 420 *et seq.* of the Civil Code, in the amount of real costs of attempt on unsuccessful order delivery – postage applicable to the return of the goods). Repeated delivery of the consignment is not possible. The seller is entitled not to assert a right for the damages or assert this right only partially.
5. We are not liable for the delayed delivery of the goods caused by an incorrectly stated address of a receiver. A customer shall acquire the proprietary right for the goods by its takeover at the place of delivery, however only in the case if the purchase price has already been reimbursed. If the purchase price has not been reimbursed yet, the customer shall acquire the proprietary right for the goods only after the reimbursement of the purchase price. The danger of accidental destruction and accidental deterioration is transferred to the customer by the takeover of the goods.
6. A customer is obliged to check the consignment by the takeover, to check if the packaging has not been damaged (mechanical damage caused by the transport) and whether the goods are defect-free. In the case of a visible damage of the consignment or the goods, a customer is entitled not to take over the consignment. In the case the consignment is damaged, a buyer shall not take over the goods and shall fill in a protocol with a courier company.

## **VII.**

### **Payment Method, Postage and Other Charges**

1. A purchase price shall be paid by a buyer to the seller:
  1. Via a payment card;
  2. Via the wire transfer through the Stripe service;
  3. Via the wire transfer to the account IBAN: SK17 0200 0000 0045 3220 4555.
2. A postage fee shall be added to the stated prices of the goods pursuant to the delivery method and address.

## **VIII.**

### **Warranty Period**

1. A warranty period of 24 months, defined by the law, is provided for all the sold goods. It starts to run from the takeover of a thing by a buyer.
2. If there is a deadline for utilization marked on the sold thing, its packaging or manual attached thereto, the warranty period shall not be ended prior to lapse of this deadline.
3. The seller is obliged to provide a warranty in a written form (warranty certificate) upon the request of a buyer. If it is not possible due to the nature of the thing, it is sufficient to issue a document of purchase instead of a warranty certificate.
4. A warranty certificate comprises designation of the seller (name and surname, trade name or name of the seller, his/her registered office or place of business), content of the warranty, its scope and terms, duration of the warranty period and date required for asserting of the

warranty. If the warranty certificate fails to comprise all the elements, it does not cause the invalidity of the warranty.

5. The warranty shall not apply to a usual wear.
6. The warranty shall not apply to the gifts you will receive free of charge or competition prizes.
7. The entitlement for a free warranty repair shall cease to exist also in the case of:
  - Failure to submit the complete goods including accessories;
  - Failure to announce the visible defects by the takeover of the goods;
  - Lapse of the warranty period of the goods;
  - Unprofessional and inconsiderate manipulation or neglect of care for the goods,
  - Mechanical damage of the goods caused by a buyer.
8. An amendment of the goods occurred during the warranty period due to its wear or incorrect use or incorrect intervention cannot be considered as the defect of the goods. It is mainly:
  - A defect occurred due to the natural changes of materials out of which the goods are manufactured;
  - A defect occurred as a result of any damage caused by a buyer or the third person or another incorrect intervention.

## **IX.**

### **Cancellation of the Order**

1. If you wish to cancel your order that has not been processed yet, kindly contact us as soon as possible and give the number of your order. If your order has already been paid, we will refund the money to you within 30 days to the account from which you paid, unless agreed otherwise.
2. We reserve the right to cancel your order of the goods if we cannot deliver the goods due to the inaccessibility (sold out stocks or removal from the offer) or even in the case of our maximum endeavour we are unable to deliver the goods within the agreed deadline or price, and/or provisioning of the goods would cause the inadequate complications and inadequate expenditures in relation to the value of the ordered goods, unless we agree with you on a substitute performance. We will inform you about the cancellation of the order via e-mail without undue delay. In the case of reimbursement of the purchase price or the part thereof we will refund the money to you within 30 days to the account from which you paid, unless agreed otherwise.
3. In the case a buyer fails to reimburse the amount for the order within the defined deadline pursuant to Article III (5) of the Terms and Conditions, the seller may cancel the unpaid order.

## **X.**

### **Warranty Claim Procedure**

1. The seller is liable for the defects that a sold thing has got by the takeover by a buyer. A buyer is obliged to assert a warranty claim using the Claim Form. [Click “here” to download the form.](#)
2. If it is the case of a defect that can be removed, a buyer is entitled to have it removed free of charge, in time and properly. The seller is obliged to remove the defect without undue delay. A buyer may request an exchange of a thing instead of the defect removal or if the defect applies only to an accessory of the thing, exchange of the accessory unless inadequate costs occur to the seller considering the price of the goods or seriousness of the defect. The seller

may always instead of defect removal exchange the defective thing for a defect-free thing unless it causes serious difficulties to a buyer.

3. If it is the case of a defect that cannot be removed and which prevents from the proper utilization of a thing as a thing without a defect, a buyer is entitled to have a thing exchanged or s/he is entitled to withdraw from the contract. The same rights pertain to a buyer in the case if the defects can be removed, however a buyer cannot properly utilize a thing due to the repeated occurrence of the defect after a repair or due to the higher number of defects. If it is the case of the unremovable defects, a buyer is entitled to an adequate discount from the price of a thing.
4. The seller is obliged to define the method of processing the warranty claim immediately, in the complicated cases not later than within 3 business days from asserting of a warranty claim, in the reasoned cases, mainly if a demanding technical evaluation of the condition of a product or service is required, not later than within 30 days from the date of asserting of a warranty claim. After the method of the warranty claim processing has been defined, the claim shall be processed immediately, in the reasoned cases the claim may be processed also later. However, the processing of the warranty claim cannot take longer than 30 days from the date of asserting of the warranty claim. After a claim period has lapsed, a consumer is entitled to withdraw from the contract or s/he is entitled to get a new product instead of the defective product.
5. The seller shall confirm the receipt of a claim immediately and shall submit it to the consumer. However, s/he shall not issue it later than together with a document on processing of a claim.
6. The period of asserting of a right of liability for the defects up to the period of ending of the warranty claim proceeding (handover of the repaired product, written call to take over the performance or its justified refusal) shall not be included into the warranty period. In the case of an exchange of a thing for a new one a new warranty period starts to run from the takeover thereof.
7. In the case of asserting of the warranty claim by a consumer during the first 12 months from the purchase, the seller may process a claim by a refusal only on the basis of the written expert opinion; regardless of a result of the expert opinion neither reimbursement of the costs for the expert opinion nor the reimbursement of other costs related to the expert opinion can be required from a consumer.
8. In the case of asserting of the warranty claim by a consumer after 12 months from the purchase, when it was rejected by the seller, the seller is obliged to state in a document on warranty claim to whom a consumer may send a product for an expert evaluation. If a product is sent to an expert evaluation to a designated person, the costs of the expert evaluation as well as all the related justified costs are borne by a buyer regardless of the result of the expert evaluation. If a consumer proves through the expert evaluation the liability of the seller for the defect, s/he may assert the warranty claim again. During the execution of the expert evaluation the warranty period does not run. The seller is obliged to reimburse to a consumer all the costs spent on the expert evaluation within 14 days from the date when the warranty claim was asserted again, as well as all the related justified costs. The warranty claim that was asserted again cannot be rejected.
9. A buyer will be informed about the result of the warranty claim proceeding after the end thereof via e-mail and the warranty claim protocol will be delivered to her/him through e-mail or registered mail (document on processing of the warranty claim). The document on processing of the warranty claim does not need to be delivered if a consumer has got the possibility to prove the asserting of the warranty claim another way.

10. In the case of asserting of the warranty claim, a consumer informs the seller through filling in the warranty claim template and sends the goods packed into a packaging suitable for transport together with printed summary of the warranty claim to the address of the seller:  
**Incantevole Milano s.r.o.**  
**Pražská 2529/3**  
**96001 Zvolen**  
**Slovakia**  
**e-mail: info@incantevolemilano.com**
11. A buyer is entitled to compensation of the inevitable costs that occurred to her/him in relation to the asserting of the rights for liability for the defects. If a consumer is not satisfied with the method of processing of her/his claim by the seller or s/he thinks that the seller violated her/his rights, s/he is entitled to approach the seller with a request for correction. If the seller responds with a refusal or fails to respond within 30 days from the date of sending thereof, the consumer is entitled to submit a motion to commence the alternative resolution of her/his dispute pursuant to Section 12 of Act No. 391/2015 Coll. on Alternative Resolution of the Consumer Disputes and on change and amendment of some laws.
12. Alternative resolution of the disputes may only be used by a consumer (individual) who by the concluding and performing of the consumer contract does not act within the scope of her/his entrepreneurial activity, employment or occupation. Alternative resolution of the disputes applies only to a dispute between a consumer and seller the value of which exceeds EUR 20.00, resulting from the consumer contract concluded remotely.
13. A body of alternative dispute resolution may require from you reimbursement of a fee up to EUR 5.00 incl. VAT for the commencement of resolution of a dispute pursuant to Section 3 of Act No. 391/2015 Coll. You can submit a motion in the way defined pursuant to Section 12 of Act No. 391/2015 Coll. or by clicking on this internet page <https://www.soi.sk/sk/alternativne-riesenie-spotrebitelskych-sporov/formular-pre-podanie-navrhu-na-zacatie-ars.soi>.
14. A consumer may use an online platform for disputes resolution to submit a motion for alternative resolution of her/his dispute. This platform is available at the web page <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage>.
15. Slovak Trade Inspection (Slovenská obchodná inšpekcia) is the competent body for alternative resolution of the consumer disputes with the seller Incantevole Milano s.r.o. - Inšpektorát SOI (SOI Inspectorate) with the registered office in Banská Bystrica for the region of Banská Bystrica, Dolná 46, 974 00 Banská Bystrica  
Tel.: 048/ 412 49 69  
E-mail: bb@soi.sk  
<http://www.soi.sk>  
or another competent authorized legal entity registered in the Register of Authorities of the alternative resolution of the disputes administered by the Ministry of Economy of the Slovak Republic (the Register is available at the web page <http://www.mhsr.sk>).

## **XI.**

### **Withdrawal from the Contract**

1. A customer is entitled to withdraw from the contract without giving a reason in compliance with Section 7 of Act No. 102/2014 Coll. on Consumer Protection by the Sale of the Goods or Provisioning of the Services based on a Contract Concluded Remotely or Contract Concluded out of the Operational Premises of the Seller and on change and amendment of some laws as later amended within the period of 14 days from the takeover of the goods. In the case if

within one order the goods were delivered separately, the period for withdrawal starts to run from the moment of the takeover of the goods that was delivered as the last one.

2. If the subject-matter of the purchase contract is the delivery of the goods, the consumer is entitled to withdraw from the contract even prior to the delivery of the goods. If a customer withdraws from the contract, any eventual supplementary contract related thereto shall be cancelled.
3. In compliance with the provisions of Section 517 (1) of the Civil Code a customer may assert the withdrawal also only in relation to a part of the subject-matter of the contract (if delivery of several pieces of the goods was the subject-matter of the contract or binding order) and in such a case the contract shall be cancelled only in this part.
4. If a consumer wants to assert this right, s/he is obliged to deliver a written withdrawal from the purchase contract personally to the contact address of the seller not later than on the last day of the defined period or hand over this withdrawal to a courier company not later than on the last day of a period to the address defined in the contacts. After announcing the withdrawal from the contract, a consumer is obliged to send or personally deliver the subject-matter of the contract s/he withdraws from together with all the documentation – e.g. copy of the invoice, manual and other documentation that was delivered to her/him together with the goods, not later than within 14 days from the date of withdrawal.
5. We recommend buyers to send the goods as a registered mail and insured consignment.
6. A buyer must withdraw from the contract through filling in a template for the withdrawal from the contract. [Click “here” to download the form](#), namely in the manner not causing the doubts that the withdrawal from the contract occurred. A buyer is obliged to insert the identification information in a form of an order number stated either on the invoice or on the summary of the invoice into the package to the goods.
7. Withdrawal from the contract pursuant to the previous point of these Terms and Conditions and warranty claim terms must comprise information required for processing of the requirement, mainly identification of a buyer, number and date of the order, exact specification of the goods, method through which the seller shall return already received performance, mainly account number and/or postal address of a buyer.
8. Kindly do not send us the goods in a form of collect on delivery, such goods will not be taken over.
9. The e-shop provider refunds the paid performance for the goods/service including the transport costs within the meaning of Section 9 (3) of Act No. 102/2014 Coll. as well as costs provably spent for ordering of the goods within 30 days from the delivery of withdrawal from the contract, however s/he does not need to refund the money earlier than the goods are delivered to her/him. By asserting of a right for withdrawal from the contract a consumer is entitled to get the costs refunded for the cheapest common method of delivery offered by the seller.
10. In compliance with the provisions of Section 7 (6) of Act No. 102/2014 Coll., a customer cannot withdraw from the contract the subject-matter of which is:
  - sale of the goods made according to the special requirements of a consumer, the tailor-made goods or the goods designated separately for one consumer.
11. A consumer shall bear any decrease of the value of the goods that was caused by its utilization above the framework needed for ascertaining of function and characteristics of the goods.
12. The goods need to be returned in the original condition, unworn, unwashed, undamaged, unused and with all the original labels. We may refuse the return of the goods if they have got stains from makeup, deodorant, sweat and/or traces of perfume.

13. A customer is liable for the transport charges related to the return of the goods. The refund of the money shall be done in the original payment method. If it is not possible, we shall issue a credit to our e-shop.
14. Please note that a customer shall be liable for all the international travel charges related to the return and these will not be refunded. All the paid customs and taxes are also non-refundable. The company Incantevole Milano s.r.o. is neither liable for the international transport charges nor for the lost returned consignments. The price for a refused package will be refunded when a package will be delivered back to us, after deduction of all the related travel and tax charges.
15. If you would like to exchange an item from the order, simply return the original goods, where we refund the money to you or issue a credit in the e-shop and make a new order. If you worry that the concrete goods will be sold out in the meantime, we recommend you to place a new order during the processing of refund/return.
16. Delivery of an incorrect/damaged goods: Should you receive the incorrect goods or the goods that are damaged, kindly send us an e-mail to the address [incantevolemilano@gmail.com](mailto:incantevolemilano@gmail.com). If needed, send a photo of the damaged item. You have 48 hours from the delivery of the goods to have the goods exchanged or to have the money for the incorrect or damaged goods refunded.

## **XII.**

### **Personal Data Protection**

1. You can find more detailed information and exact terms on personal data, processing and protection thereof at: <https://www.incantevolemilano.com/>

## **XIII.**

### **Newsletter and E-mails from us**

1. By registration or by making an order you can select whether you want to receive regular information about the news from us (once a week on average). The option to receive a newsletter can also be selected individually on the page by entering your e-mail address. Of course, you can unsubscribe anytime. We will also use your e-mail address to inform you about processing of your order, availability and unavailability of the products. We can send important information related to the operation of our e-shop and using of the user's account to all the registered customers on an irregular basis (not more than several times a year). If the e-mails from us annoy you, kindly send us an e-mail to [info@incantevolemilano.com](mailto:info@incantevolemilano.com).

## **XIV.**

### **Final Provisions**

1. All the arrangements between the seller and buyer shall be governed by the legal order of the Slovak Republic. If a relation established by a purchase contract comprises international element, the parties agree that the relation shall be governed by the law of the Slovak Republic. The rights of a consumer resulting from the generally binding legal regulations are not prejudiced thereby.
2. In relation to a buyer, the seller is not bound by any code of behaviour within the meaning of provisions of Act No. 250/2007 Coll. on Consumer Protection as later amended.
3. All the rights to the web pages of the seller, mainly the copyright to the content including page layout, photos, films, graphics, trademarks, logos and further content and features

pertain to the seller. It is prohibited to copy, amend or otherwise use the web pages or a part thereof without a consent of the seller.

4. The Seller shall not be liable for the defects occurred due to the intervention of the third persons to the e-shop or due to its utilization in contradiction to its designation. By using the e-shop a buyer must not use the procedures that could negatively impact its operation, neither must s/he realize any activity that could enable to her/him or to the third persons to intervene or utilize the program equipment or other parts creating the e-shop and utilize the e-shop or the parts thereof or software equipment in an unauthorized or such way that would be in contradiction to its designation or purpose.
5. The purchase contract including the Terms and Conditions is archived by the seller in an electronic form and is not publicly available.
6. The wording of the Terms and Conditions may be amended or supplemented by the seller. The rights and duties occurred during the period of effectiveness of the previous wording of the Terms and Conditions are not prejudiced by this provision.
7. Supervisory body to inspect the duties of the seller against the consumers is the Slovak Trade Inspection (slovenská obchodná inšpekcia), namely the unit:  
Inšpektorát SOI (SOI Inspectorate) with the registered office in Banská Bystrica for the region of Banská Bystrica, Dolná 46, 974 00 Banská Bystrica  
Tel.: 048/ 412 49 69  
E-mail: bb@soi.sk  
Http://www.soi.sk
8. These Terms and Conditions are valid in the wording stated on the web pages [www.incantevolemilano.com](http://www.incantevolemilano.com) on the date of sending of the order by a buyer who accepts them without reservations what s/he confirms by an active click by the order confirmation. The provider reserves the right for eventual change or amendment of the Terms and Conditions . However, the wording valid at the time of making an order applies for the concluded orders.
9. These Terms and Conditions come into effect on 17 January 2022.