

Terms and Conditions

Last updated: 20/01/2025

1. General Information

1.1. These Terms and Conditions ("Terms") govern the use of the services of KIM NATURA Ltd., represented by Mia Korade, available on the website kimnatura.hr ("Website"). By accessing and using the Website, you agree to comply with and be bound by these Terms. If you do not agree with any part of these Terms, please refrain from using the Website.

1.2. KIM NATURA Ltd., represented by Mia Korade, reserves the right to modify these Terms at any time. Any changes will be published on the Website, and you should review the Terms each time you use the Website to ensure you understand the applicable terms and conditions.

1.3. By continuing to use the Website after changes are posted, you accept and agree to the updated Terms. KIM NATURA Ltd., represented by Mia Korade, is not responsible for any consequences that may arise from changes to the Website or its content, including technical issues, interruptions, or other related problems.

2. Seller Information

2.1. The webshop kimnatura.hr is managed by ARMONIA, KIM NATURA Ltd., represented by Mia Korade, with its registered office at Lug Samoborski (City of Samobor), Kneza Trpimira 15, 10432 Lug Samoborski, Croatia, VAT number: HR13545707754, a limited liability company for production and services.

Address: Kneza Trpimira 15, 10432, Lug Samoborski, Croatia
VAT: HR13545707754
IBAN: HR3823400091110938411
SWIFT: PBZGHR2X

3. Purchase Terms

3.1. These Terms describe the ordering, payment, delivery, and complaint procedures related to the products offered on the Website. The supplier of the ordered products is KIM NATURA Ltd., represented by Mia Korade.

3.2. Prices of all products are listed in euros (EUR) and are valid on the day of the order. KIM NATURA Ltd. reserves the right to refuse an order if there is suspicion of abuse.

3.3. The buyer is a natural or legal person who orders or pays for the delivery of products from KIM NATURA Ltd. via the Website.

4. Registration

4.1. To register or use the services on the Website, you must be at least 18 years old.

4.2. The buyer is responsible for the accuracy and completeness of the information provided during registration and purchase. If there are any changes to the information you provided during registration or purchase, please update your user account (if applicable) in a timely manner or notify us by email at info@kimnatura.hr.

5. Payment

5.1. The buyer agrees to pay for the ordered products using one of the payment methods listed on the Website. Shipping costs will be calculated along with the product price according to the prices posted on the Website.

5.2. Payments on the Website can be made via credit cards: MasterCard, Visa, Diners, and American Express. Payment is considered completed when the transaction is authorized by the card issuer. After payment confirmation, your order will be processed. Orders are not considered valid until payment is completed.

6. Invoices

6.1. An invoice will be issued to the buyer for each product purchased through the webshop. The invoice will be stored electronically and available to the buyer upon request. The invoice will be sent to the email address provided during the order process.

7. Product Description and Images

7.1. KIM NATURA Ltd. makes every effort to ensure that product descriptions and images on the Website are accurate. However, there may be inadvertent errors, and the actual products may differ slightly from those shown due to changes made by the manufacturer. Regular checks and updates are conducted to maintain accuracy.

8. Ordering Products and Services

8.1. Orders can be placed online via the Website. Products are considered ordered when the buyer completes the entire checkout process. After the order is completed, an automatic confirmation will be sent to the email address provided during the order.

8.2. KIM NATURA Ltd. is committed to delivering all ordered products that are available in stock at the time of the order. The images on the Website are for illustrative purposes only, and the actual product may differ slightly. KIM NATURA Ltd. will strive to maintain the accuracy and timeliness of the content on the Website, but does not take responsibility for any inaccuracies.

9. Product Delivery

9.1. Ordered goods will be packaged in a way that prevents damage during transport. The buyer is obliged to inspect the shipment upon delivery and immediately report any visible damage, refusing to accept the damaged shipment. Once the buyer accepts the shipment, the goods are considered delivered in accordance with the specified terms.

10. Additional Costs

10.1. Services provided by the Website do not include costs incurred from using computer equipment or other electronic devices, nor services for accessing the Website. KIM NATURA Ltd. is not responsible for any telephone, data, or other costs that may arise when ordering or browsing the Website.

11. Return/Complaint Policy

11.1. In the event of a return, the buyer must submit a complaint via email or in writing in accordance with legal conditions and deadlines.

11.2. If you are dissatisfied with the delivered product, please contact us, and we will resolve your complaint as quickly as possible. You have the right to a justified complaint and return of goods in the following cases: if you received a product that you did not order (e.g., wrong product) and/or if the product you received is defective or damaged.

11.3. In the case of a justified return, please send a written complaint via email to info@kimnatura.hr or by mail to: KIM NATURA Ltd., Lug Samoborski (City of Samobor), Kneza Trpimira 15, 10432, Lug Samoborski, Croatia.

11.4. After receiving the complaint, we will confirm the receipt and respond within 30 days, as prescribed by consumer protection laws. If the complaint is justified, you may choose to cancel the contract with a refund, exchange the product for a correct one, or receive a gift voucher for the purchase amount.

11.5. KIM NATURA Ltd. will cover the return costs for defective or incorrectly delivered goods if the complaint is justified, provided you have not affected the condition of the goods. The product must be returned undamaged in its original packaging.

12. Data Protection

12.1. KIM NATURA Ltd. is committed to protecting your personal data. We collect only the basic data necessary to fulfill our obligations and provide the best possible service. We will never misuse your data or share it with third parties without your consent.

12.2. All data is strictly protected and accessible only to employees who need it to perform their duties. KIM NATURA Ltd. ensures that all employees and business partners respect these privacy principles.

12.3. The entry and transmission of personal data and credit card numbers are protected by the highest security standards provided by our payment processor, ensuring real-time card authorization and payment.

13. Intellectual Property Protection

13.1. The content on kimnatura.hr is protected, and KIM NATURA Ltd. holds exclusive rights to its use. Commercial use of the Website content is prohibited without prior written consent from KIM NATURA Ltd.

13.2. The Website may contain copyrights, trademarks, designs, and other protected information under Croatian law. Unauthorized copying, distribution, or modification of these materials is strictly prohibited and may result in legal action.

14. Prohibited Activities

In connection with your use of our website, you agree not to:

14.1. Automated Data Collection: You must not use any automated system, including but not limited to "robots," "spiders," "scrapers," or "offline readers," to access our website for any purpose without our explicit written permission. Automated access to the site is strictly prohibited unless pre-authorized by us.

14.2. Unauthorized Access and Interference: You must not attempt to interfere with the proper functioning of our website, including but not limited to attempting to access any data or information you are not authorized to access or attempting to undermine any security measures. You must not insert malicious code, including viruses, spyware, or other harmful components, onto our website or into its underlying code. Any attempt to alter, disrupt, or interfere with the normal operation of the website or any associated service is strictly prohibited.

14.3. Content Scraping and Data Collection: You must not copy, reproduce, distribute, or exploit any content, information, or data available on our website without our explicit written consent. This includes scraping or collecting content or data for commercial or non-commercial purposes.

14.4. Use of Unauthorized Tools: The use of unauthorized tools, software, or services that attempt to extract data, manipulate page content, or automate interactions on our website is prohibited. We reserve the right to block access to our website and take legal action against individuals or entities engaging in such activities.

14.5. Legal Consequences: Violation of these prohibitions may result in the suspension or termination of your access to our website, and may expose you to civil and criminal penalties.

15. Cookie Usage

15.1. The Website may use cookies to collect and process user data for statistical purposes. This data includes the date and time of access to the Website.

16 Website Availability and Access

16.1. The Website may occasionally be unavailable due to maintenance, upgrades, or unforeseen circumstances. KIM NATURA Ltd. will strive to minimize these disruptions and restore service as quickly as possible.