**TERMS OF SALE**

**(UK, Western Europe, Central Europe, Eastern Europe)**

These Terms of Sale apply to Western Europe, Central Europe, and Eastern Europe, except Bulgaria, Croatia, Norway, Romania, Slovakia, Switzerland, and Turkey, which are governed by different terms.

Please read these Terms of Sale carefully before ordering Products online from the Grumant Goarctica Travel Compnay Platform.

**APPLICABILITY**

You are reading these Terms of Sale (“Terms of Sale”) because you are using a Grumant Goarctica Travel Compnay website, digital experience, social media platform, mobile app, wearable technology, or one of our other products or services, all of which are part of Grumant Goarctica Travel Compnay’s Platform (“Platform”). These Terms of Sale create a legally binding agreement between you and Grumant Goarctica Travel Compnay and its affiliates (which we may refer to as “Grumant Goarctica Travel Compnay,” “we,” “us,” or “our”) regarding orders placed for products available on the Platform. Grumant Goarctica Travel Compnay may revise these Terms of Sale without notice by posting revised Terms of Sale on its Platform.  The Terms of Sale posted on the Platform at the time you place your order on the Platform will govern that purchase.  Please read these terms carefully and check that the details of your order are complete and accurate before submitting your order. Your use of the Platform is also governed by Grumant Goarctica Travel Compnay’s Terms of Use and Privacy Policy. The Terms of Use are incorporated herein by this reference**.**

**PLACING ORDERS ON THE PLATFORM**

ELIGIBILITY TO ORDER

To place an order on the Platform, you must be at least 16 years old, or older if that is required under applicable law to enter into an agreement with Grumant Goarctica Travel Compnay, and a be consumer - not a reseller.

NO PURCHASE FOR RESALE

The Platform is intended solely for Grumant Goarctica Travel Compnay to sell Grumant Goarctica Travel Compnay products direct to end consumers, and therefore purchase of products for resale is strictly prohibited. Purchase for resale means the purchase of Grumant Goarctica Travel Compnay product by someone who resells, or intends to resell, the Grumant Goarctica Travel Compnay product to others (consumers, businesses or any third party).  If Grumant Goarctica Travel Compnay believes you are involved in purchase for resale, Grumant Goarctica Travel Compnay reserves the right to take any action against you, including, without limitation, to restrict sales to you, cancel your orders, and/or suspend or close your account.

HOW TO ORDER

You need an email address to place an order, and you may need to set your browser to accept both (functional) cookies and pop-ups in order to be able to use all the functionalities of the Platform, which includes designing customized items, adding items to your shopping bag and submitting your order.

When you submit an order we will send you an email acknowledging receipt of your order.  Our acceptance of the order takes place when the Products are shipped to you - we will send you an email confirming that the Products have been shipped (“Order Confirmation”). At this point a contract, containing these Terms of Sale, comes into existence and is binding on you and us (the “Contract”). We recommend that you print or download a copy of these Terms of Sale and the relevant Order Confirmation for future reference.  If we are unable to supply you with a product, we will inform you of this in writing and will not process the order.

OUR RIGHT TO REJECT YOUR ORDER OR CANCEL A CONTRACT

Fulfilment of all orders on the Platform is subject to availability. We explicitly reserve the right not to accept your order for any reason. We also reserve the right to cancel a Contract by written notice to you in the following situations, without being liable for any damage or costs other than repayment of any amount received from you in relation to the Contract we cancelled:

* the product is not available / in stock;
* your billing information is not correct or not verifiable;
* your order is flagged up by our security systems as an unusual order or an order susceptible to fraud;
* you are under 16, or under an older age if an older age is permitted under applicable law to enter into an agreement with Grumant Goarctica Travel Compnay;
* you are a reseller;
* there was an error in the price displayed on the Platform; or
* we could not deliver to the address provided by you;
* due to an Event Outside Our Control (see below).

DATA CHECK

When you send us your order, we may run some checks on it before it is fulfilled. These checks may include verifying your address and checking for fraud.  We run partly automated checks on all purchases to filter out unusual or suspect transactions, or transactions which can be identified as susceptible to fraud. Suspected fraud on the Platform will be investigated and if necessary prosecuted.

**PRICE/PAYMENT**

PAYMENT METHODS

You can find the available payment methods for each country in the help section of Grumant Goarctica Travel Compnay.com (the “Website”). We do not accept any method of payment other than those listed in the help section. Please do not try to pay by any other way than specified there. If you do, we will not be liable for loss of the payment or any other damages that may result from this action.

PAYMENT PROCESSING

If you pay by credit/debit card, we will deduct the amount due from your account as soon as your order leaves our warehouse.  If you pay by bank transfer (only available for bulk orders), we will start delivery (or manufacturing in the case of customized (Grumant Goarctica Travel Compnay) products) after we receive your payment. This may take several days. In the event that no payment has been received within 12 calendar days after you submitted your order, your purchase will automatically be cancelled.  Payments can only be processed if the billing information can be verified.

TITLE TRANSFER

We retain title in any product(s) until we have received full payment for such product(s).

PRICES AND CURRENCY

The product prices displayed on the Platform are inclusive of Value-Added Tax (VAT), as applicable. Shipping rates are applied per order. The exact shipping rates depend on the country where your order is being delivered to. For details on shipping rates per country see the purchase cart section of the Website.

Prices are quoted in local currency GBP. If you change the country of delivery while browsing or during check out, prices from that moment may be quoted in a different currency. Please note that changing the country of delivery may have an influence on the price due to a change in currency or to country specific pricing.

YOUR TOTAL PRICE

The total price specified in the final checkout screen includes tax and shipping costs. This price will be recorded in the Order Confirmation, which we recommend you print or download for future reference. If paying by credit card, the total amount for your entire order will be reflected on your statement in your local currency.

If your local currency is different from the currency in which the prices are quoted, your bank will apply the exchange rate applicable per the date of purchase. Your bank may apply a different exchange rate, which is beyond our control.

Cash on delivery (cod)

If you have chosen the payment method ‘cash on delivery’, the order amount set forth on your shipment confirmation in the local currency of your destination country must be paid in full before receiving your items and signing the delivery sheet. The package can be opened and your items inspected only after the payment is made.

PRICE CHANGES

The prices of the products will be as displayed on the Platform. Prices may change from time to time, but changes will not affect any order which we have confirmed in an Order Confirmation.

SHIPPING & DELIVERY

DELIVERY – WHERE AND WHEN

We do not ship on certain public holidays. We can only fulfil an order to a delivery address which is a home or office address in one of the countries.

SPLIT DELIVERY

Where possible, we try to deliver all items which you have ordered at the same time. However, please note that due to the fact that customized (Grumant Goarctica Travel Compnay) products are manufactured at different factories, an order for multiple customized (Grumant Goarctica Travel Compnay) products may result in split shipments.

We reserve the right to split the delivery of your order, for instance if part of your order is delayed or unavailable. In the event that we split your order, we will notify you of our intention to do so by sending you an email to the email address provided by you at the time your order was placed. You will not be charged for any additional delivery costs.

INSPECTION UPON DELIVERY

Upon delivery, please inspect the packaging for damage. If it appears that the products are damaged, please do not accept the shipment.

SHIPPING RATES

FREE SHIPPING

If you make a purchase that exceeds the threshold relevant to your delivery country, you will receive FREE ‘standard delivery’, or the option of discounted ‘express delivery’. Other conditions may also qualify you for free shipping. See the purchase cart section of the Website for threshold amounts and their corresponding discounted delivery rates.

**RETURNS & CANCELLATIONS**

CANCELLING ORDER BEFORE DELIVERY

You may cancel any order free of charge and without giving us any reason, provided it has not yet been shipped. We begin processing orders placed at our online store almost immediately. If you wish to cancel your order, please check the status of your order.

You can request for cancellation of an order which is in the statuses as 'Require payment', 'Waiting for Payment', 'Payment Completed', 'Not yet shipped' or 'Preparing for shipment'.

For your reference, until the 'Not yet Shipped' status, you may be able to get a prompt refund as soon as cancellation request is confirmed. Unavailable to apply cancellation when the order is on delivery.

Please request 'Return' when it's already delivered. Return and Exchange Requests are accepted within 7 days after being delivered. Once you apply for cancellation/return, you cannot withdraw the request for international shipping order.

RETURNING ORDERS AFTER DELIVERY – DEFECTIVE PRODUCTS

You are entitled to return products delivered to you in the event that they are defective or otherwise not in conformity with your order when you received them. In the event your claim is justified, the purchase price and the shipping costs will be refunded.

If you inform us that you wish to return a product, we shall reimburse to you all payments received, including the delivery costs (with the exception of any supplementary costs resulting from your choice of delivery other than the least expensive type of standard delivery offered by us) without undue delay and in any event not later than 30 days from the day on which we are informed about your decision to exercise your right of withdrawal. We may however choose to withhold the reimbursement until we have received the products back or until you have supplied evidence of having sent back the products.

REFUND INFORMATION

Refunds will be issued based on the original form of payment. If you paid via bank transfer you need to give this information to us when you initiate the return so that we can refund the money directly to your account.

**EVENTS OUTSIDE OUR CONTROL**

An Event Outside Our Control means any act or event beyond our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic, pandemic, or other natural disaster, or failure of public or private telecommunications networks.

If an Event Outside Our Control takes place that affects the performance of our obligations under these Terms of Sale:

a)     We will contact you as soon as reasonably possible to notify you; and

b)     Our obligations under these general conditions will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control.

 Where the Event Outside Our Control affects our delivery of a product to you, we will arrange a new delivery date with you after the Event Outside Our Control is over.  You may cancel the contract if an Event Outside Our Control takes place and you no longer wish us to provide the products. Please see your cancellation rights under Cancellation above.

**OTHER IMPORTANT TERMS**

We may transfer our rights and obligations under a contract to another organization, but this will not affect your rights or our obligations under these Terms of Sale.

You may only transfer your rights or your obligations under these Terms of Sale to another person if we agree in writing.

Each of the paragraphs of these Terms of Sale operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

If we fail to insist that you perform any of your obligations under these Terms of Sale, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations.

If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you. We will not file a copy of the contract between us.

**CHOICE OF LAW/JURISDICTION**

You agree that the Platform, Terms of Sale, and any dispute between you and Grumant Goarctica Travel Compnay shall be governed in all respects by UK law, without regard to choice of law provisions, and not by the 1980 U.N. Convention on Contracts for the International Sale of Goods.

Except where prohibited and without limitation to any statutory rights for consumers, you agree that all disputes, claims and legal proceedings directly or indirectly arising out of or relating to the Platform (including but not limited to the purchase of Grumant Goarctica Travel Compnay products) shall be resolved individually, without resort to any form of class action, and exclusively in the competent courts of UK.

In case you have a complaint, please contact us via contact us page first. If you feel your complaint is not adequately addressed you can – but are not obliged to – use the Online Dispute Resolution (ODR) platform that you can access through http://ec.europa.eu/odr.

All claims shall be brought within one (1) year after the claim arises, to the extent allowed under applicable law.