**GENERAL PROVISIONS**

In order to meet your needs we see you two options of payment. While you do your shopping you will be able to opt for the one that suits you best at the last stage of the transaction. Please note that once your shopping has exceeded the value specified in the table, we shall pay for the shipment of the goods you just purchased.

You can make your payment in cash, or upon placing your order - with the aid of bank transfer, or by a credit card.

All shipments are delivered by DPD Courier. Your purchase will be packed and shipped by yourself on the application form, well allow the courier to get in touch with you and agree the time of delivery.

The shipping status of the ordered goods may be monitored at: http://www.dpd.com.pl/index.asp

All shipments are securely packed and insured.

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**TERMS OF PAYMENT AND SHIPMENT OF GOODS**

1. The Buyer has the right to withdraw from the present Agreement within 10 days of the receipt of the goods, without offering any reasons whatsoever. In the event when the Buyer should wish to exercise this right, the Buyer shall be required to submit a written statement on the cancellation, as well as have the received goods promptly sent back to the business address of Livioon International.

2. The returned goods shall be accepted back only when their condition remains unaltered in any way, unless any such change proved necessary in the course of routine handling. The goods, suitably protected against any damage in transfer, should be sent back to the following business address: Livioon International, ul. Sosnowiecka 91, 31-345 Cracow, Poland duly enclosed with an original invoice.

3. In the event when the Buyer should wish to exercise this right, the Buyer shall be required to submit a written statement on the cancellation, as well as have the received goods promptly sent back to the business address of Livioon International.

4. On receipt of any written statement on the withdrawal of the goods, Livioon International Online Store shall pursue the statutory complaints procedure. Please kindly note that the "Protocol of damage" makes up the exclusive basis for the examination of the received goods. On receipt from one of the selected courier companies (e.g. DPD, UPS, etc.) that a shipment is being returned, you are advised not to accept any such shipment and have us noti/fied immediately either by phone or e-mail. After receipt of the delivery and ripping off all retarding documents in the presence of the courier, please open the package and check if the contents are undamaged. If everything is OK, you may return the package to the courier.

5. All products on offer in the Online Store are genuine and of full value.

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**QUALITY CLAIMS AND REMITTS**

Quality claims are possible only on the basis of the following conditions:

1. In the event of damage to the goods on receipt, please immediately call this number (0048 12) 395-12-01 immediately, and we shall then deal with the problem ourselves.
2. You will then have 7 days for filing in your claim, i.e. as of the receipt of the damaged package.
3. Any claims must be submitted in writing to the following business address: Livioon International, ul. Sosnowiecka 91, 31-345 Cracow, Poland.
4. Any claims must be granted due consideration within 14 days.
5. You are advised not to accept any such shipment and have us notified immediately either by phone or e-mail. After receipt of the delivery and ripping off all retarding documents in the presence of the courier, please open the package and check if the contents are undamaged. If everything is OK, you may return the package to the courier.

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**PAYMENT OPTIONS**

1. Online payments are executed using the PAYPAL (Brasno) payment system.
2. Transactions handled by "PAYPAL" offer the highest level of safety.
3. The latest data encryption methods in combination with the world-class hardware platform guarantee total reliability of all transactions.

**BLOD/COMBINED ORDER**

Block/combined orders (i.e. coming from several consultants) may not be paid for with the aid of the LIVIOON VOUCHER.