

Right to withdraw from the contract

User, who is a natural person and who has purchased the item for personal use, has the right to withdraw from the contract within 14 calendar days after receipt of the item by him or by a third party appointed by him and take advantage of the following conditions for returning the item:

1. User is obliged to send the seller the return form below or other unambiguous evidence reflecting User's decision to return the item within 14 calendar days after the item has been received by User or a third party designated by him.

2. The return form/User's decision to withdraw from the contract must be sent to the Seller at the following address: e-mail: Onlinestore@citadeli.com; address: **Tbilisi, str. R. Agladze, 32, office of Citadeli.**

3. After canceling the contract, User is obliged at his own expense to return the item to the Seller within 7 calendar days after notifying the Seller at the following address: **Tbilisi, st. R. Agladze, 32 (office of Citadeli)**. In the event of the expiration of the specified period, the Seller is not obliged to accept the item back.

4. Hours of item return:

Monday 10:00 a.m. - 5:00 p.m.

Tuesday 10:00 - 17:00

Wednesday 10:00 am - 5:00 pm

Thursday 10:00 am - 5:00 pm

Friday 10:00 - 17:00

Saturday 10:00 - 17:00

Sunday 10:00 - 17:00

The item cannot be returned at other times of the day.

5. User does not have the right to withdraw from the contract in the following cases:

- the conditions of storage of the item are violated;
- the packaging of the item is damaged; the item has lost their presentation / presentation and / or consumer properties;
- the item has already been used;
- the cost of the purchased item does not exceed 30 GEL;
- the price of the purchased item depends on a change in the financial market, which the Seller cannot control and which occurred within the period established for the exercise of the right to withdraw from the contract;
- the purchased item is custom-made by User or clearly meets his personal needs;

- needs;
- the purchased item is perishable or has a short shelf life;
- the item was delivered to User in a sealed package, the tightness of which was broken after delivery; therefore, the return of the item is not possible due to non-compliance with sanitary and hygienic standards;
- the delivered product, based on its characteristics, is inextricably merged with another item at the time of delivery;

6. when returning the item, the item must be accompanied by all the accompanying details and documents issued upon purchase (box, delivery note, payment receipt, warranty card (if any), user manual, technical passport, etc

7. When returning the item, User must have his identification card with him.

8. The Seller will return to User the amount paid for the purchase of the item within 14 calendar days from the date of return of the item.

9. Refunds will be made to the bank account from which the payment was made. If the cost of the item was paid using a payment terminal, the amount will be returned to User through a bank transfer - to the bank account number provided by User to the seller.

10. o if the item and / or its accompanying parts / documents show any changes, the Seller has the right not to accept the item back or refund part of the amount paid by User in accordance with the assessment of the item / accompanying parts / documents.

11. o when returning the item purchased under the promotion, the Seller has the right to require User to return the total benefits received under the promotion.