

1. SHIPPING, RETURNS & REFUNDS

SHIPPING & DELIVERY POLICY

1. General Information All orders are subject to product availability. We ship exclusively from our logistics hub in the Czech Republic to all European Union (EU) member states.

2. Delivery Locations We provide B2B delivery to professional clinics and beauty specialists across the European Union. For inquiries regarding shipping outside the EU, please contact our manager directly.

3. Delivery Time

- **Order Processing:** 24–48 hours after payment confirmation.
- **Transit Time:** * Central Europe (DE, AT, PL, SK): 2–4 business days.
 - Western & Northern Europe (FR, BE, NL, SE, DK): 3–5 business days.
 - Southern Europe (IT, ES, PT, GR): 5–7 business days.

4. Shipping Costs Shipping costs are not included in the product price. The final shipping fee is calculated based on weight, dimensions, and destination, and will be clearly stated in your **Proforma Invoice**.

5. Damage in Transit If there is any damage to the packaging on delivery, contact us immediately at [YOUR EMAIL]. You must check the parcel in the presence of the courier and sign the delivery note as "DAMAGED" if any issues are visible.

RETURN & REFUND POLICY

1. Professional Use Disclaimer As a B2B supplier of professional cosmetics, **MARGARET CZ s.r.o.**, IČO: 06648525, DIČ: CZ06648525, se sídlem **Bryksova 763/46, Černý Most, 198 00 Praha** operates under specific commercial regulations. The 14-day "right of withdrawal" for consumers does not apply to business-to-business transactions.

2. Returns Due to health, safety, and hygiene regulations, we **do not accept returns** of professional cosmetic products once the original packaging/seal has been opened or tampered with.

3. Defective or Incorrect Items In the unlikely event that you receive a defective product or the wrong item:

- Notify us within **3 business days** of receipt.
- Provide photographic evidence of the defect/error.
- Approved returns must be sent back in their original, unopened packaging.
- We will provide a replacement or a credit note for your next purchase.

4. Refunds Refunds are only issued if a product is out of stock after payment or in cases of confirmed manufacturing defects that cannot be replaced.

2: TERMS OF SALE & BUSINESS COOPERATION

TERMS AND CONDITIONS OF SALE

1. Scope of Agreement These Terms and Conditions apply to all B2B sales of professional products by **MARGARET CZ s.r.o.**, IČO: 06648525, DIČ: CZ06648525, se sídlem **Bryksova 763/46, Černý Most, 198 00 Praha**

2. Professional Qualification By placing an order, the Buyer confirms they are a trained professional in the beauty and aesthetic industry. **[COMPANY NAME]** is not liable for any damages resulting from the misuse of professional-grade products by unqualified personnel.

3. Pricing & Currency

- All prices are quoted in **EUR**.
- All prices are **Net (exclusive of VAT)**.

4. Value Added Tax (VAT)

- **Intra-Community Supply (EU):** If the Buyer provides a valid VAT ID (registered in VIES), the invoice will be issued with **0% VAT** (Reverse Charge).
- **Local Sales (Czech Republic) & Non-VAT Entities:** A 21% VAT will be added to the final invoice amount according to Czech law.

5. Ordering & Payment Process

 We operate on an **Inquiry-based model**:

1. Buyer submits an order request via the website.
2. **[COMPANY NAME]** issues a **Proforma Invoice**.
3. Payment must be made via **Bank Transfer (SEPA)** or the provided secure payment link.
4. Goods are dispatched only after 100% of the invoice amount is credited to our account.

6. Retention of Title All products remain the property of **[COMPANY NAME]** until full payment has been received.

7. Marketing & Intellectual Property Buyers are authorized to use official brand imagery for the purpose of promoting the products within their clinics. Unauthorized modification of brand logos or clinical protocols is strictly prohibited.

8. Governing Law These terms are governed by the laws of the **Czech Republic**. Any disputes arising shall be settled in the competent courts of Prague.