



These general terms and conditions regulate the rights and obligations of the contracting parties arising from the purchase contract concluded between the seller, which is CANADA 2015 s. r. o., with registered office at Stará Vajnorská 4, 831 04 Bratislava, Company ID: 48229270, VAT ID: 2120122983, VAT ID: SK2120122983, registered in the OR led by the Municipal Court Bratislava III, Department: Sro, File no.: 159348/B, (hereinafter "seller") and other contractual party according to these Terms and conditions must be considered as a concluded contract between entrepreneurs, when these are governed by the Terms and conditions and relevant regulations governing relations between entrepreneurs.

Contact details of the seller:

email: info@fashion-wholesale.eu

phone/whatsapp: +421 905 277 620

postal address: CANADA 2015 p. r. o., P.O.BOX 263, Vlastenecké námestie 4, 851 01 Bratislava

Account number for payments in EUR:

Unicredit bank: 1338134019/1111

IBAN: SK4911110000001338134019

BIC (SWIFT): UNCRSKBX

Supervisory authority:

Slovak Trade Inspection (SOI)

SOI Inspectorate for the Bratislava region

Bajkalská 21/A, PO BOX 29, 827 99 Bratislava

department of technical control of products and consumer protection

tel. No.: 02/ 58272 172-3

fax no.: 02/ 58272 170 e-mail: ba@soi.sk

1. Registration Process

To gain access to our wholesale platform, you must first complete the registration form available on our website. Please note that access is exclusively available to business entities and entrepreneurs, as we cater specifically to wholesale customers.

- **Eligibility Requirements**

In order to be considered for access, applicants must provide a valid VAT number, which is essential for verification. This step ensures that only legitimate businesses are able to access our wholesale offerings.

- **Approval and Notification**

Once you've submitted the registration form, our team will review your application. This process typically involves verifying the details you've provided, including the validity of your VAT number. Upon successful verification, we will notify you via email or other communication channels with confirmation of your access.

- **Pricing Details**

All prices listed on the wholesale platform are net prices, which means they exclude VAT. Additionally, our prices operate on an EXW (Ex Works) basis, meaning that any shipping, taxes, and duties are not included in the listed price and will be the responsibility of the buyer. By following these steps, you'll gain access to a wide range of wholesale products, designed specifically for business-to-business transactions.

2. Placing an Order

All orders submitted through our wholesale platform at www.fashion-wholesale.eu are considered final and binding. By proceeding with an order, the buyer acknowledges that they have thoroughly reviewed and agreed to all the terms and conditions outlined on our website.

- **Order Minimum and Confirmation Process**

We require a minimum order value of €300 for any single transaction. After your order is placed, you will promptly receive an order confirmation along with a PRO FORMA invoice. This invoice will serve as your official receipt and include all the necessary payment details.

- **Payment and Reservation Policy**

Once your order is confirmed, we will reserve the goods for a period of 7 days. During this time, it is essential to complete the payment. If we do not receive payment within this 7-day window, the reserved items will be returned to our inventory and made available for sale again.

- **Order Fulfillment and Dispatch**

As soon as payment is confirmed, we will begin preparing your goods for shipment immediately, ensuring a fast and efficient dispatch process.

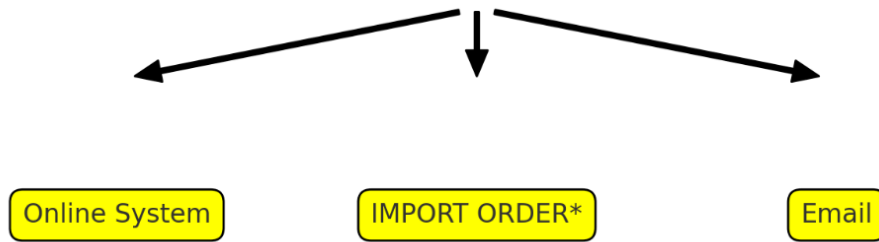
- **Order Cancellations**

If you need to cancel your order, please note that cancellations are only permitted immediately after placing the order. Once the initial window has passed, we will not be able to accommodate cancellation requests. Failure to adhere to this policy may result in the suspension or blocking of your account.

- **Non-Refundable Policy**

After an order is paid for and dispatched, it becomes irreversible. Therefore, once your goods are on their way, cancellations or refund requests will not be entertained under any circumstances. This policy is designed to ensure smooth operations and clarity in our wholesale process for all customers.

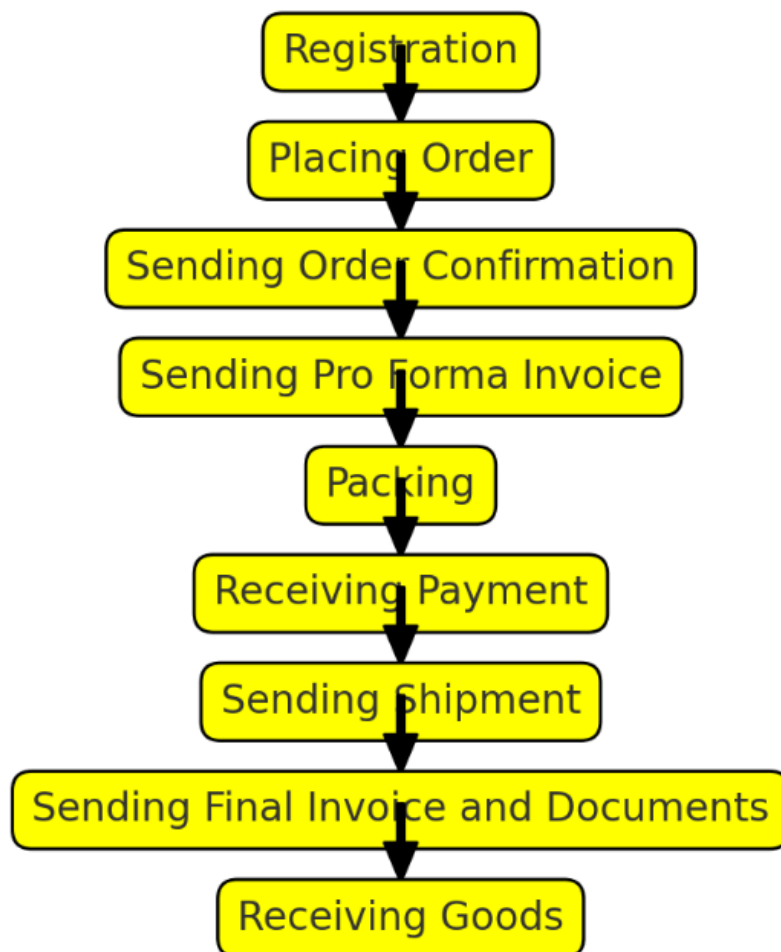
Options for Placing Your Order



*IMPORT ORDER:

- First, download our pricelist from the system.
- In the pricelist, enter the quantity of items in the "ORDER" column.
- Please ensure that no columns are removed or added in the Excel file, as our system retrieves data from specific rows and columns.
- Afterward, upload the completed Excel file in the "IMPORT XLS FILE" section.

Ordering Process



3. Delivery Options

Customers have the flexibility to choose between using their own preferred shipping provider or opting for one of our partnered carriers. We work with DPD, PPL, GLS, Cargus for parcel deliveries.

- **Shipping Costs and Responsibility**

You are not required to accept our shipping cost proposals and are free to arrange transportation independently. If you choose to use our shipping services, the associated costs will be billed in the basket.

- **Delivery Timeframes**

The delivery time will vary based on the destination country, so please consider this when planning your shipment.

- **Recommendations and Liability**

While we recommend using your own forwarder for better control, you are welcome to use our carrier. However, please note that when you opt for our shipping services, we act solely as an intermediary. We are not liable for any damage or loss that may occur during transit, and we strongly advise securing insurance for your shipments to cover any unforeseen issues.

4. Shipping costs

	Shipping costs EUR		
Country	0,5 - 10 kg	10,1 - 20 kg	20,1 - 30 kg
Slovakia	11	14	24
Czechia	11	14	24
Hungary	11	14	24
Poland	11	14	24
Romania	13	17	26
Slovenia	13	17	26
Croatia	13	17	26
Italy	13	17	26
Austria	11	14	24
Germany	13	15	24
The Netherlands	13	15	24
Belgium	13	15	24
Luxembourg	13	15	24
Spain	37	42	52
Bulgaria	14	16	24
Denmark	13	15	24
Estonia	18	20	26
France	15	17	24
Greece	96	98	165
Ireland	21	23	26
Lithuania	15	17	24
Latvia	15	17	24
Sweden	20	25	30
Portugal	22	24	26
Finland	25	30	40
Norway	30	35	43
Malta	88	95	132
Cyprus	157	200	260

Palletes are priced individually.

5. Complaint process

If you arrange your own transportation, we are unable to accept any complaints regarding damaged boxes or goods. The responsibility for the condition of the shipment lies with your chosen transport provider.

- **Reporting a Complaint**

All complaints must be submitted within 24 hours of receiving the goods. If we do not receive a claim within this timeframe, we will be unable to process it.

- **Using Our Transport Services**

If you choose to use our transport and the shipment arrives with visible damage to the boxes, it is essential to fill out a damage report with the driver upon receipt. Additionally, please document the damage with photos or videos as proof.

- **Unpacking Documentation**

For any claims to be considered, you must also take a video recording and photos while unpacking the goods. Without this visual evidence, we will be unable to accept your claim.