

General business conditions of the company VDP d.o.o., with headquarters in Sveta Nedelja, Obrtnicka 14, OIB: 84589587541 (hereinafter: VDP) apply to all sales contracts, services and other legal transactions that VDP concludes with natural and legal persons (hereinafter: Customer) in the Republic of Croatia and the European Union .

1. Purchase and sale

1.1. The agreed price is the price agreed between VDP and the Customer and is specified in the offer, order or other relevant document. VDP is obliged to deliver the purchased goods or provide the agreed service to the Customer in accordance with the agreed terms and within the period specified in the offer, order or other relevant document.

1.2. The buyer will settle the agreed price before the Maturity Date or on the Maturity Date by making a payment to the VDP account specified in the offer, order or other relevant document. In case of late payment, VDP reserves the right to calculate interest in accordance with applicable legal regulations.

1.3. VDP retains ownership of the goods until the time when the Customer fully settles all obligations towards VDP in connection with these goods.

2. Warranty and complaints

2.1. VDP guarantees that all products and services it provides are in accordance with applicable legal regulations and quality standards.

2.2. In the event that the goods purchased or the service provided do not correspond to the agreed conditions, the Customer has the right to complain. The complaint must be submitted in writing and delivered to VDP no later than 15 days from the day of delivery. Within 15 days from the date of receipt of the complaint, VDP will notify the Customer in writing about further procedures related to the complaint.

2.3. In the event that the complaint proves to be justified, VDP will remedy the defects in the product or service within a reasonable time, replace the product or return the money to the Customer.

3. Force majeure

3.1. In the case of force majeure, such as a power outage or a machine malfunction, as well as the consequence of a pandemic or other impossibility of delivery caused by force majeure, the company VDP will not be responsible for the impossibility of delivering the goods or performing the service. VDP will make all reasonable efforts to resolve the problem as soon as possible and will endeavor to deliver the goods or perform the service as soon as possible after the problem has been resolved. In the event that the problem cannot be resolved within a reasonable time, the VDP company will notify the customer of a new delivery or service execution deadline. The company VDP will not be responsible for any damage that the customer may suffer due to such circumstances of force majeure.

4. Order

4.1. In case the customer orders the product at the end of working hours or during the weekend, the company VDP cannot guarantee the delivery of the product within the standard period. The company will endeavor to deliver the product as soon as possible after receiving the order, but in the event of a delay due to the above circumstances, the company will not bear any responsibility for the customer's losses or costs.

4.2. The order should be clearly written and understandable, with exact specifications of product dimensions and color. VDP assumes no responsibility for any errors in dimensions or colors if the specifications are incorrectly or unclearly specified in the order.

Please note that product colors may differ from color samples due to different paint manufacturers or manufacturing variations. VDP cannot guarantee that product colors will fully match the color samples provided by suppliers or customers.

5. Liability

5.1. VDP shall not be liable for any damage resulting from improper use of products or services, as well as for damage resulting from external circumstances that VDP cannot control or foresee, including, but not limited to, natural disasters, floods, fires, explosions, terrorist attacks and other similar situations. The customer agrees that VDP will be released from liability for all such damages.

5.2. The customer agrees to use VDP's products and services only in accordance with the intended use of the products and services and to comply with all instructions, rules and restrictions set by VDP. The customer also undertakes not to use the products and services in a way that could cause harm to others or VDP.

5.3. VDP reserves the right to change the prices of its products and services at any time, without prior notice to the customer.

5.4. The customer undertakes to pay the agreed price for the products and services he ordered from VDP. Payment can be made before the due date or on the due date, depending on the agreement between the Customer and VDP.

5.5. In the event that the Buyer does not settle its obligations towards VDP in accordance with the agreed payment terms, VDP reserves the right to temporarily suspend the delivery of goods or the provision of services until all the Buyer's obligations are settled in full.

5.6. In case of disputes between VDP and the Customer, the parties will try to agree on a solution to the dispute through negotiations. If the parties fail to reach an agreement, the dispute will be resolved before the competent court in the Republic of Croatia.

5.7. All terms of business specified in these General Terms of Business are considered an integral part of every sales contract, services and other legal transactions concluded between VDP and the Customer.