



Terms and Conditions

Return policy

If you are anything less than delighted with an item for any reason, you can send it back to us within 14 days of receipt. The goods must be returned in saleable condition and in their original packaging. Refunds will be credited to your original method of payment.

Faulty goods are fully refundable, inclusive of delivery, return and other extra costs.

Please note: Returned goods which show signs of excess use may lead to a reduction in the refund given.

Returns Address

Simply pack the unwanted item/s securely, enclosing the completed returns form, and send to the following address relevant to you:

Returns address: Jaktogo
c/o Remize Holding Bulgaria EOOD
P.B. 138, Central Post Office
Stara Zagora 6000
Bulgaria

1. Refunds

We will refund your purchase. For payments by credit card, the purchase amount will be credited to your credit card account. The same applies to purchases made with debit cards. Refunds are usually processed within three to five days after the goods are received back. However it can, in a few cases, sometimes take between 1 and 2 weeks to refund your money. Rest assured, your money will be refunded if your returns are in order!

2. Faulty Goods / Transport Damage

Jaktogo is responsible for any damage to items which occurs during the transportation of the goods to the customer. If the goods arrive damaged, please send them back to us for a full refund (see Returns). Please inform us immediately (within the first day of arrival), of goods damaged in transit. After this time, we can not take responsibility for any damages.

3. Entering into contract

Jaktogo will accept your offer to enter into contract by sending out the ordered goods to you. However, offers will only be accepted if there are no errors in the descriptions of the goods or their prices as shown on this website.

In certain cases, we may ask you for proof of identification and generally reserve the right not to enter into contract. Reasons for this could be that goods are not deliverable through the post and parcel services; that goods have been returned used or worn in the past; or that articles have been returned far too often.

Jaktogo runs an online database, which enables stock information to be current. Therefore, goods ordered are generally in stock and immediately ready for shipment. In the rare case that goods are not deliverable, Jaktogo reserves the right to accept an offer in part. Delivery costs will be calculated on the order value and charged only once. As the actual product colours you see depend on your computer monitor, we cannot guarantee that your monitor's display will accurately reflect the colour of the product on order.

4. Security Policy

In order to process your order, we need your name, e-mail address, delivery address, credit/debit card number, expiry date, security number for credit cards (last 3 digits on the back of the card, where signature is) and online PIN for debit cards (as supplied to you by your bank). This information remains strictly confidential. Credit card numbers are not stored by us. Debit card PIN numbers are not seen by us and are processed by Saferpay.

5. Payment

Payment for goods is due on order and the relevant amount will be deducted from your credit/debit card account. Jaktogo reserves the right to exclude certain payment methods. Payment by cheque or by sending cash is not possible. Jaktogo is not liable for any lost cheques or cash.

Any propagation or publication of voucher codes or promotion codes/links is strictly prohibited.

6. Shipment/Delivery

Jaktogo ships to all destinations using Bulgarian postal services. Shipping costs are charged depending on location and are based on the total weight of our product, and rates come directly from BGPOST web site.

Please refer to the information available during checkout for estimated costs.

If for any reason the shipping charges will be different from what appears during checkout, you will be contacted via email for approval prior to shipping.

PLEASE NOTE: Shipping and handling total presented in the chart above and at checkout does NOT include duties, tariffs or related brokerage fees. Customers are responsible for these additional charges upon delivery. Please contact your local post office or customs office to inquire about these charges. Jaktogo will not offer refunds on items purchased or shipping and handling charges if you refuse to pay duties, tariffs, or other fees.

Jaktogo.com will not offer refunds on items purchased or shipping and handling charges if you refuse to pay duties, tariffs, or other fees.

Delivery can take up to 28 days depending on destination.

Jaktogo is not responsible for delays in shipment caused by customs controls, distribution policy of postal services in the country of delivery, or by any other events such as national and local holidays etc.

Please note that orders are being shipped via national postal services and in case of urgent deliveries clients are to provide shipping method themselves and at their expense.

We process orders within 24-48 hours after receipt, Monday through Friday. In most cases, orders received by 1 pm local time (+2 GMT) on a weekday will be processed the same day.

7. Trademark / Copyright

All the pages of this site including all micro-sites, pictures and designs are property of Jaktogo and are protected by the Copyright Protection Act. Copying and distribution of the above-mentioned require the written consent of Jaktogo.

8. Miscellaneous

The terms and conditions of this contract are in accordance with Bulgarian law, excluding UN-commerce law. This Bulgarian law is applicable even when ordering from or delivering to a country other than Bulgaria. All points of these terms and conditions remain valid, even if one of the above points is invalid. We reserve the right to change these terms & conditions from time to time and you should look through them as often.

9. Responsible for site and shop

Remize Holding Bulgaria EOOD
6000 Stara Zagora,
Bulgaria

Sales tax ID number: BG200016572

Last updated July 2012
www.jaktogo.com