

[Online shop 300woodenbears.com](#)

The 300woodenbears.com online store offers wooden products of the Cooperative 300. Purchase in it is simple, the whole process is finished with a few clicks and the product is shipped to you within a few days.

The 300woodenbears.com online store is managed by Cooperative 300, zoo, Pameče 304, 2380 Slovenj Gradec, registration number 8077282000, tax number 13966014 (the company is not obliged to pay VAT), transaction account SI56 6100 0001 7990 549 at the Delavska hranilnica Ljubljana (hereinafter: the seller).

The general terms and conditions of the online store www.300woodenbears.com are in accordance with the Consumer Protection Act (ZVPot-UPB1), with the recommendations of the Slovenian Chamber of Commerce and the international codes for e-business.

[Accessibility of information](#)

The seller undertakes to provide the customer with the following information at any time:

- the company's identity (name and registered office, registry number),
- contact information allowing the user to communicate with the provider,
- essential characteristics of the goods,
- conditions, costs and possible ways of delivering goods,
- clear and unambiguously set prices
- possible payment methods,
- the time validity of the offer and the terms and conditions for withdrawal from the contract,

complaint procedure.

The General Terms are valid on all pages of the online store and enter into force as soon as you enter it. We reserve the right to make any changes, partial or in full, to any part of the general terms and conditions without any special notice. Changes apply from the moment of publication. We do not commit ourselves to the correctness and completeness of the data on E-commerce sites, nor do we commit ourselves to the correctness and completeness of textual, image material. The photo and the actual appearance of the item may vary. By confirming the order, each customer agrees to the terms and conditions of use.

[Delivery times](#)

Delivery time for products in stock is usually 10 to 15 days. If the delivery period is exceptionally longer, we will notify you within 24 hours. For products that are not in stock, the delivery time is longer and lasts from 20 days to 30 days or, exceptionally, even more. We suggest that you contact us at info@300woodenbears.com when ordering products that are not in stock, and we will be pleased to inform you when the products will be available.

[Purchase procedure](#)

By clicking on the button (Add to Cart) you will find the items in the basket. Here you will learn the total amount of purchase and the cost of delivery. Once you've finished collecting items, you enter your order information, your personal information and you are already in the phase of the order. When purchasing,

you must agree to the general terms and conditions of use. Please check the accuracy of your submitted data again and complete the purchase by clicking on Order. You will receive a notice of your purchase on your mail, which also confirms that we received your order. When your order is delivered and shipped, we will notify you by e-mail. The contract for the purchase of ordered items between the buyer and the seller is irrevocably concluded at this stage.

Prices

All prices are expressed in EUR (EUR). These product prices are final retail prices excluding VAT (the company is not obliged to pay VAT).

Methods of payment

The buyer can choose between the following payment methods:

- direct transfer to the account of the bidder (by bid / invoice) with the UPN form
- payment via Paypal
- cash on delivery

Delivery

Delivery is performed in cooperation with Pošta Slovenije. The cost of delivery across Slovenia amounts to € 2.5 for smaller packages and € 4.5 for larger packages. Whether the item meets a smaller or larger package will be thoroughly familiar with the process of ordering the online order. For payment after delivery, the postal service fee is paid by the seller.

The shipping cost to EU countries is € 8.00 for smaller packages and € 15.00 for larger packages. In the case of shipment to countries outside the EU, the cost of delivery is charged at the supplier's logistic service price list. The seller agrees individually with the buyer on the price of delivery upon receipt of the order.

Upon receipt of the goods delivered, you will also receive the original invoice with all the information and in accordance with the terms and conditions of sale published on this site and confirmed at the time of the award of the contract. The seller is not responsible for delays by the postal service provider or for damage to the packaging. The buyer should immediately check the received goods and, in case of possible damage, immediately contact the postal service provider, where together with the client, he will draw up a record of the damage to the consignment.

Upon payment on delivery, the buyer settles the cost of payment of the UPN form at the price list of Slovenia.

We do our best to keep the stock in the online store refreshed. However, there may be simultaneous purchase, technical problems or human error, and it may happen that a customer orders an item that is not in stock. In this case, we will immediately notify the user of the situation we have made, and we endeavor to meet his wishes. We can offer it another, similar product, we agree on an acceptable delivery date, or we can return a refund to the customer if the payment has already been made.

Return of goods and reclamation

In accordance with the provisions of the Slovenian Consumer Protection Act, the consumer has the right to notify the company within fourteen (14) days of the receipt of the goods that he resigns from the

contract / contract, namely to the contact email info@300woodenbears.com without having to state the reason for its decision.

The message is deemed timely if it is submitted within 14 days in writing or by e-mail. The return of the returned goods to the head office of the company Zadruga 300, zoo, Pameče 304, 2380 Slovenj Gradec must be submitted as a RECOMMENDED shipment within 30 days. The only cost to the consumer in respect of cancellation is the direct cost of returning the goods. Products must be unused, undamaged and in their original packaging with all attached documentation. The Bidder is not obliged to accept shipments with ransom or shipments that do not correspond to the General Terms and Conditions of the Operator. In case of a justified complaint, the buyer has the option of replacing the product for the same or similar, substituting it for someone else from the offer, or deciding to pay the purchase price and transfer it to his bank account.

Upon receipt of unused undamaged goods in the unchanged quantity and in the original packaging, you will be returned to us in accordance with the law (as soon as possible and at the latest within 15 days after receipt of the goods). When returning goods, please also provide us with an invoice for goods and personal data and a transaction account where you want to return the payment.

Protection of personal data

The provider undertakes to permanently protect all personal data of the user. The provider will use personal data exclusively for the purpose of fulfilling the order (sending information material, offers, accounts) and other communication needed. Only authorized persons of our company have access to the data. The Website Provider reserves the right to disclose information when disclosure is required by law or, where necessary, the legitimate rights of others are protected.

Advertising e-news:

With the message at info@300woodenbears.com you can subscribe to e-news. The user agrees to inform us of updates on the site, news in the offer and promotional campaigns when we apply for newsletters. The Tenderer undertakes not to misuse or to misuse the User's e-mail to any third party. If you wish to delete your personal information from the personal data collection of your site users, you can unsubscribe to the e-news that you received from us or email us to info@300woodenbears.com.

Cookies

Cookies are text files loaded on your computer by a web host. Cookies do not contain any information that could identify your identity. By using cookies, the server knows that you have returned to the site, which we can take advantage of to customize the site to the user.

Most cookie browsers automatically accept. If you do not want to receive them, or you want to be notified before the cookie is loaded on your computer, you can specify this in your browser settings.

Complaints and disputes

The provider respects the applicable consumer protection legislation. The complaint can be sent via e-mail info@300woodenbears.com or by post to Zadruga 300, marketing of wooden products, zoo, Pameče 304, 2380 Slovenj Gradec. The complaint processing procedure is confidential. Within 5 working days, the bidder will acknowledge the receipt of the complaint, inform the user about how long he

expects the complaint procedure to take place and inform the user about the progress of the procedure. The provider will make every effort to resolve all complaints and disputes in a friendly and friendly manner.

Basic information about the company:

Cooperative 300, z.o.o.,

Pameče 304,

2380 Slovenj Gradec

registration number 8077282000

tax number 13966014

Business account opened with Employee Savings Bank SI56 6100 0001 7990 549

Contact

If you need any information or help with online offer, order submission, online delivery, use of the website or return of goods, you can contact us by e-mail: info@300woodenbears.com or call Metka Zver, 00386 41 380 034.

We wish you a pleasant shopping!

Members of the Cooperative 300 wooden bears