

# Terms & Conditions of Use

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## Modification of the terms hereof

The website [www.stratelos.gr](http://www.stratelos.gr) reserves the right to modify or renew the terms and conditions of transactions and undertakes the obligation to update this text for any change or addition to the terms.

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# Personal Data - Transaction Security

The website [www.stratelos.gr](http://www.stratelos.gr) strictly applying the principles of personal data protection, provided by International and European law governing issues related to electronic commerce (Directive 2000/31 / EC, Presidential Decree 131/2003) as well as the Law on consumer protection (Law 2251/1994) which regulates issues related to distance selling and the relevant provisions of the Greek law (Law 2472/1997) on the protection of the individual and the protection of personal data as supplemented by the decisions of the Chairman of the Committee for Personal Data Protection, the P.D. 207/1998, 79/2000, article 8 of Law 2819/2000 and of European law with the directives 95/46 / EC and 97/66 / EC, explicitly states that it is not going to make any unfair use of your personal in no way discloses, discloses, sells, leases or exchanges your personal information and the information you submit to any third party.

By registering on our website you agree to receive informative emails from this website as well as the cooperating websites of the company unless you inform us otherwise in which case your details are deleted from our list of updates.

Your personal information is permanently deleted upon your request and is not given in any way to anyone. By submitting material to our server, you agree that the material does not contain untrue, illegal or in any way unsuitable for use and publication.

If you wish to be informed about your personal data which are in the database of [www.stratelos.gr](http://www.stratelos.gr), as well as for the editing or deletion of these you can contact us at [info@stratelos.gr](mailto:info@stratelos.gr). Our company will complete the necessary procedures in 30 calendar days.

## Product Prices

All prices presented in our catalogs include VAT 24%. These prices refer to the quantities that are available in our warehouse, while [www.stratelos.gr](http://www.stratelos.gr) reserves the right to adjust the prices. For some areas of Greece for which reduced VAT rates apply and if your order is made with an invoice then the prices of the products are lower than those listed during the reduced VAT.

## Returns

You can return part or all of the goods you ordered through our online store within fourteen (14) calendar days from the day of purchase and after the first telephone or written information. In this case you have the right to request a refund.

The cost of returning the products is borne by the buyer.

In case our company is responsible for the change / return of the product then we will bear the return cost.

Products to be returned must:

Be in original delivery condition, including packaging, instructions for use, peripherals & accessories Not used

To be mailed for return by the recipient of the product no later than fifteen (14) calendar days

Must have been preceded by telephone or written communication about your intention. Must be accompanied by the original purchase receipt or invoice.

We do not accept returns of broken and counterfeit products once the delivery is made by the carrier, check the products and sign for their integrity.

## **Cancellations**

Your order can be canceled at any time if it has not been shipped.

Cancellation is made by phone or email.

The amount is returned in full and without any charge to the customer. Refunds are made either by bank or by credit / debit card.

If you do not receive it in advance and your order is shipped, then the product return case is valid.

If you have paid by credit / debit card and you wish to cancel your transaction and if the products have not been sent to you, you must inform us immediately within 24 hours of the purchase order, by e-mail or by phone, so that we can refund you immediately the amount charged to your credit / debit card.

## **Applicable Law**

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