

Delivery & Returns Policy

Thank you for shopping at C.VIOLARIS (C.P.S) Ltd

DELIVERY POLICY

This Delivery Policy is part of our Terms and Conditions("Terms") and should be therefore read alongside our main Terms

Please carefully review our Delivery Policy when purchasing our products. This policy will apply to any order you place with us.

WHAT ARE MY DELIVERY OPTIONS?

We deliver only to Nicosia, Larnaka, Limassol, Famagusta and Paphos.

We offer various shipping options. In some cases a third-party supplier may be managing your inventory and will be responsible for shipping your products.

- **In-Store Pickup**
In-store pickup is available on all purchases. Pickups are available Monday -Friday 08:00-17:00. An email confirmation will be sent to you when your order is ready for pickup.
- **Delivery Fees and Assembling**
For assembling table tennis tables is 30euro and delivery cost for Nicosia, Larnaka, Limassol is 30euro, Famagusta 50euro and Paphos 90euro.
- **For others products is 4.50 euro with courier.**

All times and dates given for delivery of the products are given in good faith but are estimates only.

Unless specifically noted, estimated delivery times reflect the earliest available delivery, and deliveries will be made within 5 business days after the day we accept your order, with exception to bank transfer payments, which might take slightly longer until the payments get cleared. For more information refer to our Terms.

DO YOU DELIVER INTERNATIONALLY?

We do not offer International shipping. We only ship in Cyprus (non-Turkish occupied area of Cyprus)

ARE THERE OTHER SHIPPING RRESTRICIONS?

Orders only deliver on business days, which are Monday – Friday.

WHAT HAPPENS IF MY ORDER IS DELAYED?

If delivery is delayed for any reason we will let you know as soon as possible and will advise you of a revised estimated date for delivery.

HOW CAN YOU CONTACT US ABOUT THIS POLICY?

If you have any further questions or comments, you may contact us by:

- Phone: (357) 22100141
- Email: ttennis@violaris.com.cy
- Online contact form

RETURNS POLICY

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy below.

The following terms are applicable for any products that You purchased with Us.

INTERPRETATION AND DEFINITIONS

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy:

- **Company** (referred to as either “the Company”, “We”, “Us” or “Our” in this Agreement) refers to C.VIOLARIS (C.P.S) LTD, Pireos 6 Str, Latsia, 2233 Nicosia, Cyprus.
- **Goods** refer to the items offered for sale on the Service.
- **Orders** mean a request by You to purchase Goods from Us.
- **Service** refers to the Website.
- **Website** refers to C.VIOLARIS (C.P.S) Ltd
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

YOUR ORDER CANCELLATION RIGHTS

You are entitled to cancel Your Order within 2 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By email: ttennis@violaris.com.cy
- By phone number: (357) 22100141
- By mail: 6 Pireos Str, Latsia, 2233 Nicosia, Cyprus

We will reimburse You no later than 5 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

CONDITIONS FOR RETURNS

In order for the Goods to be eligible for a return, please make sure that:

- The Goods are in the original packaging
- The Goods are not used or damaged
- The Goods must have the receipt or proof of purchase

- The Goods were purchased in the last 7 days

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalized.
- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Only regular priced Goods may be refunded. Unfortunately, Goods on sale cannot be refunded. This exclusion may not apply to You if it is not permitted by applicable law.

A product that qualifies for a reimbursement may be substituted with a new product, in accordance with the applicable return policy.

RETURNING GOODS

You are responsible for the cost and risk of returning the Goods to Us. You should send the Goods at the following address:

6 Pireos Str, Latsia, 2233 Nicosia, Cyprus

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

CONTACT US

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: info@violaris.com.cy
- By phone number: (357) 22100141