

Cancellation / Return Policy

According to OUG no. 34/2014, in what concerns consumers' rights under contracts concluded with professionals, as well as to change and supplement certain legal acts (referred to below OUG 34/2014), <http://romaniawinefestival.com> buyers have the right to withdraw from the contract, as well as returning the purchased products bought from the site <http://romaniawinefestival.com> in *14 calendar days*, without claiming any reason and without paying for any costs, *other than the delivery costs*. <http://romaniawinefestival.com> reserves the right to periodically change the amount of products delivery costs. These changes, if performed, will be announced on <http://romaniawinefestival.com>.

It is important to note that the return period of a product or changing your mind in having a particular good / service expires in maximum 14 days from the moment the buyer physically has that product or from the moment when he physically has the last product of an order - if only more products were ordered together, in only one order, and you wanted them to be delivered separately.

If the buyer decides to withdraw from the contract, he will do so in the legal withdrawal period and will have to notify us either by email (at address: mihaela@romaniawinefestival.com) or by phone (telephone number: 0747532582).

If the order is paid, the seller will reimburse the amount of the order in 14 days from the moment the buyer informed the seller that he decided to withdraw from the contract. The seller will make this refund using the same payment method as the one used for the original transaction, unless the buyer has requested another refund way.

<http://romaniawinefestival.com> may postpone reimbursement until it receives the products back or until it has proof that the buyer has sent the product / products for return. Please note that, in order to comply with the legal return period, products must be sent before the 14-day period expires. The cost of returning the product / products is paid by the buyer.

Please note that if you decide to return a product / products, it / they must arrive at us in the same condition as you have received it / them. We reserve the right not to accept damaged products by you. We are talking about products that indicate: excessive use, wear, scratches, scratches or bumps. Also, the products must be returned with all the accessories they had when the package arrived at the buyer (if they existed); In another case, we cannot accept the products back. At the same time, if the package has been accompanied by gifts, the buyer must also return them.

It is important to mention that if the buyer ordered several products of the same kind and he decides to return them all, only one of them can be unsealed so we can accept them, the rest must be sealed.