

Naval & Artemis Chandlery Stores Terms & Conditions

PURCHASING FROM ARTEMIS LEROS BOATYARD LTD CHANDLERIES

Acquiring goods from Naval or Artemis Chandlery is facilitated through their marine chandlery service, accessible via email to support@lerosboatyardltd.com or, via our business WhatsApp account, and in person.

GENERAL

Your use of and purchase of products from our Chandlery shops is governed by the terms and conditions set out below and is part of the Company's 2nd Edition General Terms and Conditions. This document does not replace them, and we recommend reading it through our website <http://lerosboatyardltd.com>, or as a hard copy on our premises upon request.

RETURNS POLICY

We understand and appreciate that not all customers intend to use their purchases immediately and require time to get down to their boat to check the suitability of a product. With this in mind, we are pleased to offer customers a generous 14-day exchange or credit policy for the following terms. For goods purchased in-store, these must be returned as new and in their original packaging. Refunds are not given but you can buy another product or ask for a gift voucher for you to use at a later date. Delivery costs are non-refundable.

All Returned items must be in a resalable condition.

When returning goods please obtain and retain the proof of receipt.

We cannot, however, accept an exchange for:

- Goods that have been damaged after acceptance.
- Items on sale or offered at special prices.
- Books, charts, and software (if unsealed).
- Goods that have been personalized or made to order such as sails, rigging, cut, and/or spliced lengths of rope, chain & wire.
- Orders for products that are not currently in stock in our shops, and the client has specifically requested from us to proceed with an order, non in stock products are considered non-refundable and non-returnable. This applies to goods ordered through Email, WhatsApp, or in-person transactions.

Faulty or defective products cannot be returned once opened or used. In the instance of discounted antifouling paints, replacements can be made at regular prices, excluding the discount. Any price difference will be the responsibility of the customer.

Any damages or shortages must be reported to us within 2 days of receiving the consignment. The goods shall be replaced or credited upon satisfactory inspection at our premises. Products under warranty may be returned to us for repair or replacement subject to the original manufacturer's terms.

Please note that in all cases of returned goods, we are unable to supply alternative products for temporary use whilst items are being returned or assessed under warranty.

PAYMENT

Payment ensues via advanced payment/bank transfer, credit card, or Cash (up to 500 euros). Artemis Leros Boatyard Ltd reserves the right to exclude certain payment methods in individual cases.

In case of purchase on account (invoice), the customer is obliged to settle the invoice within 8 days. After that, we are entitled to charge you with interest according to the legal provisions. No discounts for early payments are granted.

VAT 17% is included.

The offers do not include shipping costs and handling charge, unless otherwise agreed in the email or in the WhatsApp. If shipping costs are indicated, are approximated and will be settled upon delivery.

DELIVERY OF GOODS

If you ask for the order to be delivered to a specific address, please note the following policy: Refunds will not cover shipping and handling charges indicated in the offer or invoice. Prepaid and insured shipping is required for all return shipments, and you assume responsibility for any loss or damage to the hardware during transit. We cannot guarantee the receipt of your returned item. Refunds will not include shipping and handling charges, and the refunded amount will not encompass shipping costs.

VALIDATION OF THE OFFER

Validation of the products offer within a 5-day timeframe.

Thank you for choosing our stores and we appreciate your recent purchase!

On behalf of Artemis Leros Boatyard Crew & Management