

### 1. How to Buy

You can order the products you want from our store in any of the following ways to serve you:

1. Order on-line. You can order online 24 hours a day using our online store.
2. Call. Besides the possibility to contact us by phone for any questions or suggestions, you can go ahead and order the products you are interested in numbers 2102111771 and 6932861588.
3. By e-mail. You can send us your order by e-mail at [info@rodoula-art.gr](mailto:info@rodoula-art.gr)

### 2. Order Confirmation

Orders through [rodoula-art.gr](http://rodoula-art.gr) will be received from Monday to Friday 10:00 to 18:00 and Saturday 10:00-14:00. The confirmation will be made exclusively through e-mail, fax or phone from the side of the company within one business day from the time of receipt.

After each order is confirmed, and after reimbursement to launch a mission.

### 3. Returning Items

If you wish to return your order for any reason, you can do it within 10 days from the date of receipt. The return to be accepted by us will be subject to the following terms.

1. The handmade products ordered should be in exact condition you received them, unused beyond the test.
2. Please contact us and inform you of the impending return.
3. Anything that comes with the handmade product package shipping such as packaging, tags, proof of payment, etc. should be returned with the product.
4. The mission of the return is at your own cost, with ACS courier companies or Post Office. The responsibility and the cost of return borne by the customer. The rodoula-art.gr no responsibility for any loss or damage to the product during shipment back.

If there is one of the above conditions, the refund will not be accepted and the product will be refunded to the customer's expense.

The refund will be made within thirty (30) days after the return of the product. If the product you have ordered and received to be defective please contact us.

#### **4. Cancel an order**

You may request cancellation of an order by sending e-mail at [info@rodoula-art.gr](mailto:info@rodoula-art.gr). This feature is offered by the time you know to send your order. After that time can not be canceled.