Terms and Conditions

Terms governing online orders, payment, delivery, withdrawal from the contract and complaints at Čebelarstvo Gregor Lužar.

Seller

Detail	Information
Seller	Čebelarstvo Gregor Lužar
Operator	Gregor Lužar, holder of the agricultural holding
Address	Linhartova ulica 1, 1233 Dob, Slovenia
KMG-MID	100342839
Tax number	99741741
Telephone	041 403 960
Email	info@cebelarstvo-luzar.si

Čebelarstvo Gregor Lužar carries out beekeeping as a primary agricultural activity. No supplementary activity is carried out on the agricultural holding.

General provisions

These Terms and Conditions govern the ordering and sale of products through the Čebelarstvo Gregor Lužar website.

By placing an order, the customer confirms that, before placing it, they were informed of the Terms and Conditions, the main characteristics of the products, prices, payment and delivery methods, and the other information required to conclude a distance contract.

The provisions on consumer rights apply to a natural person purchasing goods for purposes outside their trade, business or profession. These Terms and Conditions do not exclude or restrict those rights.

Products

The products offered, pack sizes, prices and current availability are stated on each product page.

Bee colonies cannot be purchased through the standard online ordering process. Their purchase must be arranged directly with the seller.

Prices

All prices are stated in euros (EUR).

Before the order is finally submitted, the customer must be clearly shown the value of the products, the delivery charge, any cash-on-delivery surcharge and the total amount payable.

The price displayed when the order is placed applies to that order.

The seller is not registered for VAT. VAT is not charged. An invoice is issued for every online purchase. Acknowledgement of receipt of an order or confirmation of successful payment does not replace an invoice.

Ordering process

The customer selects a product, pack size and quantity and adds it to the basket. Before placing the order, they can review the basket, change quantities or remove products.

They then enter the required details and select an available delivery and payment method. Before submitting the order, they can review it again, correct the details entered and check the total amount.

The final button is labelled "Place order with obligation to pay".

For manual payment methods, successful submission is followed by an acknowledgement of receipt, an order number and the relevant payment instructions. For online payment through Stripe, the process continues on a hosted payment page; the payment status is checked on return. Receipt of an order, initiation of the payment process and confirmed payment are separate events. The display of an order number or a return from the payment page is not, in itself, proof of successful payment.

Automatic acceptance of orders

Customers do not have to wait for personal approval of each order. The system automatically accepts and confirms standard, valid orders that can be fulfilled in accordance with the availability displayed and the options selected. Security checks and delivery restrictions still apply.

Contract information you can save

Confirmation of the concluded contract, including the order details and the contract information applicable to it, is sent to your email address in a form that you can save and read again unchanged. The message contains the order summary and one PDF attachment with the complete applicable Terms and Conditions, withdrawal instructions and model withdrawal form. A link in the message leads to the Privacy Policy in the relevant language. The documents identify the version and language of the specific order. We provide the confirmation within a reasonable time after the contract is concluded and no later than delivery of the goods, except for information you have already received on such a durable medium.

Payment methods

FLIK — this is a manual FLIK payment to telephone number 041 403 960. After placing the order, the customer receives instructions for making the FLIK payment manually. The order number should be included with the payment. The order is dispatched after payment has been received.

Bank transfer — account holder: Gregor Lužar. IBAN: SI56 0400 1002 7104 117. Use the exact reference and payment purpose shown in the payment instructions for your order. The order is dispatched after payment has been received.

Cash on delivery – available only for GLS delivery within Slovenia, with a surcharge of €1.20. Not available for delivery abroad. This option is shown in the online shop only in the Slovenian-language checkout.

Payment on collection or personal delivery — available according to the option selected when placing the order.

Online payment through Stripe

If you select online payment through Stripe, you are redirected to the hosted Stripe Checkout payment page to make your payment. You can use the payment options actually offered to you on that page. You enter your payment card details on Stripe's payment page, not in a Čebelarstvo Gregor Lužar form. Payment is confirmed only after the payment system's confirmation has been verified. Returning to our website alone does not mean that payment has been completed successfully.

Delivery

GLS delivery to an address in Slovenia: €6.90. Free GLS delivery applies only to delivery within Slovenia when the value of the products is €60.00 or more; the threshold is calculated from the value of the products (subtotal), excluding delivery and other surcharges. If the customer selects cash on delivery, the €1.20 surcharge also applies when GLS delivery is otherwise free.

Delivery abroad — GLS delivery is available to the countries and addresses supported by the online shop. The delivery charge is calculated automatically based on the destination country and the contents of the order. The final delivery charge and total amount are shown to the customer before the order is placed. Orders for unsupported or excluded destinations cannot be completed automatically online. Free GLS delivery on orders with a product subtotal of at least €60.00 applies only within Slovenia. Delivery rules are determined by the recipient's country, not the selected website language. For enquiries, please use the contact page, email info@cebelarstvo-luzar.si or call 041 403 960.

Collection in person — Linhartova ulica 1, 1233 Dob, free of charge, by prior arrangement. Please call me before coming so that we can arrange collection.

Collection at Domžale Market — free of charge, Fridays and Saturdays, 8.00–13.00.

Personal delivery by arrangement — Free personal delivery is available in Domžale, Ljubljana and the surrounding area. The customer places the order directly in the online shop and provides the delivery address. After receiving the order, we contact the customer to agree whether personal delivery is possible and to arrange a delivery date and time.

Dispatch time and expected delivery within Slovenia

Products that are in stock and suitable for the selected delivery method are normally handed over to GLS **within 1–2 working days**. For FLIK and bank transfers, this period runs from receipt of payment; for Stripe, from verified confirmation of successful payment; and for cash on delivery, from successful submission of the order. Collection and personal delivery are arranged separately.

After collecting the parcel, GLS usually delivers **on the next working day, generally within 1–2 working days**. This is the expected transit time, not an unconditional guarantee of the carrier's performance. If exceptional circumstances prevent dispatch as expected, we inform the customer without undue delay.

If the agreed delivery is not made on time, the consumer has the rights provided by applicable law, including setting an appropriate additional period for performance and terminating the contract under the statutory conditions. This does not waive any other rights arising from non-performance; GLS's estimated transit time does not exclude the seller's responsibility for its obligations to the customer.

Estimated GLS delivery times abroad

I normally prepare and dispatch orders within 1–2 working days of order confirmation, or receipt of payment for prepaid orders. The estimated GLS transit time depends on the destination country and starts when the parcel is handed to the carrier. These times are estimates and may be extended by public holidays, remote delivery areas or exceptional circumstances.

Working days after handover to GLS:

Destination country	Estimated transit
Austria	2
Belgium	3
Bulgaria	3
Czechia	3
Germany	3
Denmark	3
Estonia	5–6
Spain	5–7
Finland	5–7
France	3–4
Croatia	2
Hungary	2
Ireland	5
Italy	3–4
Lithuania	5
Luxembourg	3
Latvia	5–6
Monaco	2–3
Netherlands	3
Poland	3
Portugal	5–6
Romania	2
Sweden	4–6
Slovakia	2

These estimates apply to supported delivery addresses. Excluded destinations remain excluded; this table does not extend delivery coverage. Delivery charges and the order total are shown at checkout before you place your order.

Royal jelly

Royal jelly must be kept refrigerated. For dispatch, it is packed in protective expanded polystyrene packaging. The same delivery methods are available as for other products.

Right of withdrawal

The consumer has the right to notify the seller, within 14 days of receiving the goods and without giving a reason, that they are withdrawing from a distance contract, subject to the statutory rules and exceptions. The period begins when the consumer, or a third party designated by the consumer other than the carrier, takes possession of the goods. If several products from one order are delivered separately, the period is linked to receipt of the last product. For goods delivered in several lots or pieces, the last lot or piece is relevant; for regular delivery of goods over a defined period, the first delivery is relevant.

Notify us of your withdrawal by an unequivocal statement sent to **info@cebelarstvo-luzar.si** or by post to **Čebelarstvo Gregor Lužar, Gregor Lužar, Linhartova ulica 1, 1233 Dob, Slovenia**. You may use the model withdrawal form, but this is not compulsory. To meet the deadline, it is sufficient to send your statement before the withdrawal period expires. Keep proof that you sent the notice.

Return the goods to the address above without undue delay and no later than 14 days after sending the withdrawal notice. The deadline is met if you send the goods back before it expires. You bear the direct cost of returning the goods unless the seller agrees to bear it or you are not required to do so by law. Protect the goods adequately for transport. Original packaging is not a general additional condition for a valid withdrawal.

We reimburse payments received, including the cost of the least expensive standard outward delivery offered, without undue delay and no later than 14 days after receiving the withdrawal notice. We are not required to reimburse the additional cost of a more expensive delivery option that you expressly chose instead of standard delivery. We use the same means of payment for the reimbursement unless you expressly agree otherwise and incur no charges as a result.

To the extent permitted by law, we may withhold reimbursement until we have received the goods or evidence that you have sent them back, whichever occurs first. This does not apply where we have offered to collect the goods ourselves.

Subject to the statutory conditions, you are liable only for diminished value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods. If a consumer has not been properly informed of the right of withdrawal, the statutory consequences of failing to provide that information apply; these Terms and Conditions do not restrict those rights.

The right to withdraw without giving a reason is separate from rights arising from a lack of conformity of the goods. Any exception to withdrawal does not exclude statutory rights concerning lack of conformity. Statutory exceptions apply only where their actual conditions are met. **Honey is not automatically excluded from the right of withdrawal simply because it is a food product.** There is no blanket ban on returning all food products.

Statutory exceptions include goods that deteriorate or expire rapidly, and sealed goods that are unsuitable for return for health protection or hygiene reasons if the consumer unseals them after delivery. An exception applies only where all its legal conditions are met for the specific goods; a protective seal or the fact that a product is food is not sufficient on its own. Any specific restriction of the right of withdrawal and the circumstances in which that right is lost must be explained to the customer before the order is placed.

Model withdrawal form.

Protective product packaging — confirmed facts

Jars of all seven types of honey and comb honey have a tamper-evident seal that breaks on first opening. Bee pollen and royal jelly have protective seals that are damaged on first opening. Beeswax has no such seal.

Online withdrawal function

For contracts concluded in our online shop, you may also submit your withdrawal declaration using the "Withdraw from the contract" function on the Withdrawal page. The function remains available throughout the withdrawal period. Enter or confirm your name, information identifying the contract and the email address for the acknowledgement. After reviewing your declaration, expressly confirm its submission. Without undue delay, we will email you an acknowledgement containing the declaration and the date and time of submission. Submission before the deadline determines whether withdrawal is timely. The other withdrawal methods described above remain available; the online function does not replace them.

Lack of conformity and complaints

The seller is responsible for any lack of conformity of the goods with the contract in accordance with applicable consumer law. Customers may submit complaints to info@cebelarstvo-luzar.si or call 041 403 960; we recommend including the order number, a description of the problem and, if possible, a photograph.

Describe the lack of conformity in your notice and allow the goods to be inspected. The order number and photographs can help us handle the matter; they are not a general requirement that excludes other proof of purchase or statutory rights. If you notify us of a lack of conformity in person, we issue an acknowledgement of receipt of your notice.

Under the statutory conditions and in the order of remedies prescribed by law, consumers may request that the goods be brought into conformity free of charge, a reduction in the price, or termination of the sales contract and reimbursement of the amount paid. This is a separate procedure from the 14-day right of withdrawal without giving a reason; the rule on ordinary return costs for that withdrawal does not automatically apply to a justified complaint.

Damaged parcels

If the customer notices visible damage to the parcel on receipt, they should, where possible, report it to the delivery person immediately. If the damage is discovered only after opening, they should contact Čebelarstvo Gregor Lužar and, if possible, provide photographs of the packaging and damaged product. This procedure does not affect the consumer's statutory rights.

Alternative dispute resolution

Čebelarstvo Gregor Lužar does not recognise any provider of alternative dispute resolution for consumer disputes (IRPS) as competent to resolve a consumer dispute that a consumer may initiate under the Slovenian Out-of-Court Resolution of Consumer Disputes Act.

Personal data protection

For information about the processing of personal data, please see the Privacy Policy.

Final provisions

Each order is subject to the terms of which the customer was informed when placing that order. Matters not specifically addressed in these Terms and Conditions are governed by the applicable law of the Republic of Slovenia.

This does not exclude mandatory consumer rights under the applicable law. These Terms and Conditions do not establish the exclusive jurisdiction of Slovenian courts for all consumers.

Withdrawal from the contract

The consumer has the right to withdraw from a distance contract within 14 days of receiving the goods, without giving a reason, subject to the statutory rules and exceptions.

Use of the form below is not compulsory. You may also notify us of your withdrawal by any other unequivocal statement. Further information about the right of withdrawal and complaints is provided in the Terms and Conditions; for clarity, the full instructions are also included here.

For contracts concluded in our online shop, you may also submit your withdrawal declaration using the "Withdraw from the contract" function on the Withdrawal page. The function remains available throughout the withdrawal period. Enter or confirm your name, information identifying the contract and the email address for the acknowledgement. After reviewing your declaration, expressly confirm its submission. Without undue delay, we will email you an acknowledgement containing the declaration and the date and time of submission. Submission before the deadline determines whether withdrawal is timely. The other withdrawal methods described above remain available; the online function does not replace them.

Instructions for withdrawal and returns

The consumer has the right to notify the seller, within 14 days of receiving the goods and without giving a reason, that they are withdrawing from a distance contract, subject to the statutory rules and exceptions. The period begins when the consumer, or a third party designated by the consumer other than the carrier, takes possession of the goods. If several products from one order are delivered separately, the period is linked to receipt of the last product. For goods delivered in several lots or pieces, the last lot or piece is relevant; for regular delivery of goods over a defined period, the first delivery is relevant.

Notify us of your withdrawal by an unequivocal statement sent to **info@cebelarstvo-luzar.si** or by post to **Čebelarstvo Gregor Lužar, Gregor Lužar, Linhartova ulica 1, 1233 Dob, Slovenia**. You may use the model withdrawal form, but this is not compulsory. To meet the deadline, it is sufficient to send your statement before the withdrawal period expires. Keep proof that you sent the notice.

Return the goods to the address above without undue delay and no later than 14 days after sending the withdrawal notice. The deadline is met if you send the goods back before it expires. You bear the direct cost of returning the goods unless the seller agrees to bear it or you are not required to do so by law. Protect the goods adequately for transport. Original packaging is not a general additional condition for a valid withdrawal.

We reimburse payments received, including the cost of the least expensive standard outward delivery offered, without undue delay and no later than 14 days after receiving the withdrawal notice. We are not required to reimburse the additional cost of a more expensive delivery option that you expressly chose instead of standard delivery. We use the same means of payment for the reimbursement unless you expressly agree otherwise and incur no charges as a result.

To the extent permitted by law, we may withhold reimbursement until we have received the goods or evidence that you have sent them back, whichever occurs first. This does not apply where we have offered to collect the goods ourselves.

Subject to the statutory conditions, you are liable only for diminished value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods. If a consumer has not been properly informed of the right of withdrawal, the statutory consequences of failing to provide that information apply; these Terms and Conditions do not restrict those rights.

The right to withdraw without giving a reason is separate from rights arising from a lack of conformity of the goods. Any exception to withdrawal does not exclude statutory rights concerning lack of conformity. Statutory exceptions apply only where their actual conditions are met. **Honey is not automatically excluded from the right of withdrawal simply because it is a food product.** There is no blanket ban on returning all food products.

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Protective product packaging — confirmed facts

Jars of all seven types of honey and comb honey have a tamper-evident seal that breaks on first opening. Bee pollen and royal jelly have protective seals that are damaged on first opening. Beeswax has no such seal.

Print the form

You can save or print the model form below. Sign it if you send it on paper. You do not have to give a reason for withdrawing.

Model withdrawal form

Complete and send this form only if you wish to withdraw from the contract.

Recipient:
Čebelarstvo Gregor Lužar
Gregor Lužar
Linhartova ulica 1, 1233 Dob, Slovenia
info@cebelarstvo-luzar.si

I hereby notify you that I withdraw from the contract for the following goods:

Detail	Space to complete
Goods or details identifying the contract	
Order number, if known	
Date of order	
Date of receipt of the goods	
Consumer’s first name and surname	
Consumer’s address	
Email address or telephone number, optional to facilitate contact	
Date of statement	
Signature, only for submission on paper	

The order number and contact details help with identification and communication; they are not an additional requirement for the validity of another unequivocal statement from which we can identify the contract and the intention to withdraw. We do not require a photograph of an identity document or payment card, or the creation of a user account, to exercise the right of withdrawal.