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Order Cancellation

according to the Business Terms and Conditions of Van Den Bergen,
s.r.o. valid from 1.7.2023

listed on the website www.lodoupodunaji.sk

Article 5

Order cancellation

The provisions of this Article 5 do not affect the right of the customer, who enters and orders services on www.lodoupodunaji.sk, to withdraw from the contract concluded at a distance in accordance with the relevant legal regulations, as stated in Article 6 below. Such a customer acting as a consumer may withdraw from a contract concluded at a distance (cancel his order) even before the expiry of the period for withdrawal from the contract according to Article 6.

Order cancellation by Van Den Bergen

The Van Den Bergen company reserves the right to cancel the order, or part of it, if it is not possible for technical reasons to deliver the service within the required time or under the terms of the order, or if the price charged by the supplier of fuel or goods for additional services has changed significantly. In the event that this situation occurs, Van Den Bergen will immediately contact the customer in order to agree on the next course of action. In the event that the customer has already paid the price from the order (advance invoice) or part of it and there is no agreement between Van Den Bergen and the customer on the provision of other goods and services of the same quality and price or on other alternative performance, Van Den Bergen undertakes return to the customer within 15 days to his account or address the price paid for the goods and services or advance payment.

Article 6

Instruction on the customer's right to withdraw from the contract

6.1 The customer has the right to withdraw from the contract without giving a reason no later than 14 days before the start of the voyage, while this period is considered to be preserved if the notice of withdrawal from the contract was sent to the seller no later than the last day of the period.

6.2 The customer exercises his right to withdraw from the contract in writing at the address of the seller's registered office mentioned above, by e-mail at vylepy@lodoupodunaji.sk or in another way that does not raise doubts that the contract has been withdrawn. To withdraw from the contract, the customer is entitled to use the form that forms attachment no. 1 of these Terms and Conditions. The customer bears the burden of proof for exercising the right to withdraw from the contract.

6.3 Van Den Bergen undertakes, without undue delay, no later than 15 days from the date of delivery of the notice of withdrawal from the contract, to return to the customer all payments received from him on the basis of the proforma invoice or invoice. The cancellation fee for withdrawing from the ordered service is 20% of the total price of the service.

6.4 In accordance with the law, the customer cannot withdraw from the contract, the subject of which is the provision of a service, if its provision began with the express consent of the customer and the customer declared that he was properly informed that by expressing this consent he loses the right to withdraw from the contract after full provision services and if the service has been fully provided.