

TERMS & CONDITIONS

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SHIPPING POLICY

hangR offers FREE standard EU shipping on any order over €200.

You can track your order at any time, simply by logging into your account or clicking on the tracking number received in your shipment confirmation email. Please note that your package

will be shipped from Slovakia, Europe. Therefore, for your package to be processed and arrive, allow 2 business days when shipping to Slovakia, 3-4 business days when shipping within EU, 10 - 14 business days when shipping outside of Europe. In addition we offer express shipping for applicable charges. These charges will be always reflected in you shopping basket checkout.

We can dispatch orders on working days only. International package will be subject to customs/duties charges. hangR is not responsible for customs/duties charges. These costs are determined by your local customs office. hangR cannot determine, in advance, what these fees will be.

All orders within EU are shipped with Packeta standard courier service or Express delivery service. On Orders received outside EU (Switzerland, Norway, U.S., Asia etc.) we can ship only with Express delivery service.

SHIPPING COSTS TO EUROPE:

Continental EU: various shipping partners - 4 to 5 business days - **€10**

Slovakia, Czech republic, Austria, Poland, Hungary: 1-2 business days **FREE**

Rest of EU: **€8** , orders over €200 **FREE**

Countries out of EU: **€25**, orders over €200 **FREE**

SHIPPING COSTS REST OF THE WORLD:

We ship to most countries in the world with FedEx/TNT/DHL

Approximately 5-7 business days - **€25**

hangR offers **FREE** standard EU shipping on any order over €200.

(All forms of shipment come with insurance and Track&Trace number)

PAYMENT, PRICING & INVOICE

All our website financial transactions are handled through our payment service providers, Adyen - Visa, MasterCard, American Express or PayPal

Prices for products are quoted on our website in Euro/CZK/HUF/PLN. In addition to the price of the products, you will have to pay a delivery charge, which will be as stated when you pay for the product.

Payment must be made upon the submission of your order. We may withhold the products and/or cancel the contract between us if the price is not received from you in full in cleared funds.

The prices on the website include all value added taxes (where applicable).

Payment for all products must be made by credit, debit card or GOPay. We can not view and have no access to data on your card.

Prices for products are liable to change at any time, but changes will not affect contracts which have come into force.

WEBSITE AND PAYMENT SECURITY: All information is transmitted via an encrypted connection certified by GOPay. We begin to process your order upon GOPay authorization of the transaction.

INVOICE: Shortly after submitting your order, you will be notified about your purchase via email from our email address info@hangr.eu. You will always receive full commercial invoice together with your shipment.

RETURNS & EXCHANGES

In case you are not 100% satisfied with your purchase, you may return it for and exchange or refund within 30 days of receipt (physical possession of the last good). Shipping & handling is not refundable for exchanges and exchanged goods must be shipped back with delivery confirmation. We'll pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.). Please note that it takes us 3 to 5 business days to process returns once they arrive at our office. If you are going to return an item, please notify us by email at info@hangr.eu.

RETURN POLICY: In case you are not 100% satisfied with your purchase, the size doesn't fit you perfectly or you just changed your mind, your right for a refund is recognized up to 30 days of receipt (physical possession of the last good).

REFUND POLICY: Once the returned items reach us, we will process it as soon as possible. You will be notified via email about your refund status. The refunded money is taken from our account immediately but it may take a few days for it show up on your credit card account. Each credit card company handles refunds differently so we can not give precise times on when you will get your money back. We will always refund your order using the same payment method as you have used placing the order. Your right for a refund is recognized for up to 30 days of receipt (physical possession of the last good).

CANCELATION POLICY: You can cancel your order at anytime. However, once your order has been shipped you have to ship it back to hangR office address and we will bear the cost of returning the goods. Once the canceled order will arrive at our office we will proceed with the refund of your canceled order. You are only liable for any diminished value of the items resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the items.

IF YOU ARE GOING TO RETURN, EXCHANGE OR CANCEL YOUR ORDER, PLEASE NOTIFY US BY EMAIL AT info@hangr.eu

RIGHT OF WITHDRAWAL: You have the right to cancel your order within 30 days without giving any reason. The withdrawal period will expire after 30 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.

To exercise the right of withdrawal, you must inform us within 30 days on info@hangr.eu, +421 948 555 313 or EnginesON s.r.o., M.R. Štefánika 2258, 026 01 Dolný Kubín, Slovakia of your decision to withdraw from this order by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model of withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us in EnginesON s.r.o., M.R. Štefánika 2258, 026 01 Dolný Kubín, Slovakia, Slovakia without undue delay and in any event not later than 30 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 30 days has expired. We will bear the cost of returning the goods.

Effects of withdrawal: If you withdraw from this order, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

In case you want to cancel your order, please complete and return this form:

To: EnginesON s.r.o., hangR
M. R. Stefanika 2258
026 01 Dolny Kubin
Slovakia

I/We (*) hereby give notice that I/We (*) withdraw from my/our(*) contract of sale of following goods (*)/for the provision of the following service (*),

Ordered on(*)/received on (*),

Name of consumer(s),

Address of consumer(s)

Signature of consumer(s) (only if this form is notified on paper),

Date

(*) Delete as appropriate

CONFIDENTIALITY & PRIVACY POLICY:

hangR guarantees full confidentiality.

hangR does not collect, store, or share personal or payment information, except those necessary to process your order. We will not give away, sell, or trade your personal information. You can request all your personal data removal here: info@hangr.eu

Manually subscribing to hangR newsletter you agree to receive promotional information from hangR to your email address. You can unsubscribe from receiving this newsletter any time by clicking "unsubscribe" in the lower part of each newsletter sent by hangR.

USER INFORMATION COLLECTED BY hangR: Full name and surname / company name, Address, Email address

YOU HAVE FULL RIGHT TO REQUEST ALL YOUR PERSONAL DATA REMOVAL HERE: INFO@HANGR.EU

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WARRANTY

It is our aim to make you a **HAPPY CUSTOMER OF hangR**. We can however, not guarantee that the garment will last forever!

Goods sold by hangr.eu are covered under the Slovak Consumer Guarantees Law. We guarantee all purchased goods are of the quality represented and will be replaced or repaired if found defective, that is the usual procedure. At hangR, **ANY MANUFACTURING DEFECT YOU NOTE ON YOUR GARMENT WITHIN THE FIRST 7 DAYS ON THE BIKE, NO QUESTIONS ASKED, WE SIMPLY EXCHANGE IT FOR A NEW ONE.**

REPAIRS

Naturally, as any other product, hangR does wear out. Depending on the way one takes care of the product (always check the wash instructions), this will occur sooner or later. In the meantime, if a thread breaks, we can repair it and if you crash, we might be able to repair it. But, when, eventually, the material does wear out, we cannot repair it. The majority of the repairs we do, **ARE FREE OF CHARGE**. If you need a

repair on any of your hangR garment, Please send us a short report describing the issue (pictures are welcome as well) to this email address: info@hangr.eu. We will try to determine as quick as possible, whether we will be able to help you.

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OFFICE HOURS:

Monday to Friday

8am - 4pm

Feel free to write us an email anytime and we will get back to you soon.

info@hangr.eu

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Address:

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