

**Procedura de retur pentru Inlocuirea produselor / Return Policy for Product Replacement):**

<b>LIMBA ROMANA</b>	<b>ENGLISH</b>
<p><b><u>Situatia 1 – Solicitarea inlocuirii pentru motive care nu tin de culpa Furnizorului</u></b></p> <p>In cazul in care doriti sa returnati produse pentru motive care nu tin de culpa Furnizorului (in aceasta situatie, Furnizorul a expediat produsele conform comenzii plasate), va rugam sa expediatii coletul care contine produsele de inlocuit in termen de cel mult 30 de zile de la data receptionarii acestora, folosind urmatoarele date de expediere:</p> <p><b>_Adresa:</b> Bucuresti, str. Baicului nr. 51A, sector 2. <b>_Destinatar:</b> WISE TEXTILES SRL <b>_Telefon de contact</b> (pentru curier) – 0736.310.852.</p> <p>Produsele pot fi returnate si personal, la sediul operativ al Furnizorului din: Bucuresti, str. Baicului nr. 51A, sector 2 (Program de preluari: Luni-Vineri 09.00-15.00, cu exceptia zilelor libere declarate legal).</p> <p><b>IMPORTANT !</b> <b>Va rugam sa introduceti in colet si Formularul de Retur pentru inlocuire de produse completat.</b> Acest Formular poate fi utilizat prin accesarea urmatorului link:</p> <p><a href="https://kipa.ro/wp-content/uploads/2025/08/2.a.-Anexa-1 FORMULAR INLOCUIRE 28.03.2025 mbs.pdf">https://kipa.ro/wp-content/uploads/2025/08/2.a.-Anexa-1 FORMULAR INLOCUIRE 28.03.2025 mbs.pdf</a></p> <p><b>Aspecte generale privind inlocuirea de produse:</b></p> <p>Dupa primirea produselor returnate, acesta vor fi verificate pentru conformitate de catre colegii de la procesare comenzi. Pentru a putea fi acceptate spre inlocuire, produsele nu trebuie sa fie purtate, spalate, deteriorate fizic si/sau chimic, respectiv sa indeplineasca conditiile aferente inclusiv acordarii garantiei comerciale); in caz pozitiv, acestea vor fi receptionate in stoc.</p> <p>Produsele inlocuitoare se vor expedia prin curier (contra-cost) la adresele indicate de catre clienti, dupa inregistrarea platii aferente expedierii in contabilitatea Scolii. In acest scop, Furnizorul va notifica Scoala pentru ca aceasta sa notifice clientul cu privire la plata expedierii. Costul expedierii este suportat de catre client intrucat inlocuirea nu se produce din culpa furnizorului) si este in valoare de 21,00 lei + TVA/colet pentru destinatiile situate in localitatile din Romania unde operatorul de curierat Fan Courier Express livreaza fara costuri suplimentare. Pentru livrarea in celelalte localitati, se va adauga un pret de 31,5 de lei + TVA/colet. Livrarea se efectueaza in limita stocului disponibil la momentul receptionarii</p>	<p><b><u>Situation 1 – Product Replacement Request for Reasons not due to the Supplier’s fault</u></b></p> <p>If you wish to return products for reasons not due to the Supplier’s fault (i.e., the Supplier has shipped the products as per the order placed), please return the items within 30 days of receipt using the following shipping details:</p> <p><b>_Address:</b> Bucuresti, str. Baicului nr. 51A, sector 2. <b>_Recipient:</b> WISE TEXTILES SRL <b>_Contact phone number</b> (for courier): 0736.310.852.</p> <p>Alternatively, products can also be returned in person at the Supplier’s operational headquarters located at: Bucuresti, str. Baicului nr. 51A, sector 2 (Receiving hours: Monday to Friday, 09:00–15:00, except for legally recognized public holidays).</p> <p><b>IMPORTANT:</b> <b>Please include the Product Replacement Return Form, duly completed, in the return package.</b> The form is available at the following link:</p> <p><a href="https://kipa.ro/wp-content/uploads/2025/08/2.a.engleza_Anexa-1 FORMULAR-INLOCUIRE 13.08.2025 mbs-1.pdf">https://kipa.ro/wp-content/uploads/2025/08/2.a.engleza_Anexa-1 FORMULAR-INLOCUIRE 13.08.2025 mbs-1.pdf</a></p> <p><b>General Information Regarding Product Replacement:</b></p> <p>Once the returned products are received, they will undergo a compliance check by our order processing team. To be eligible for replacement, the items must not be worn, washed, or physically/chemically damaged, and must comply with all the applicable conditions, including those related to commercial warranty. If the items meet these criteria, they will be accepted back into stock.</p> <p>The replacement products will be shipped via courier (shipping costs apply) to the addresses specified by customers, once the shipping fee has been recorded by the School’s accounting department. To this end, the Supplier will inform the School, which will in turn notify the customer about the shipping fee. As the replacement is not due to a supplier fault, shipping costs are borne by the customer, and are as follows: 21.00 RON + VAT per package for destinations within Romania where the courier operator Fan Courier Express delivers without additional charges. For other locations, an additional cost of 31,5 RON + VAT per package applies. Delivery is subject to product</p>

<p>produselor primite spre inlocuire, dupa inregistrarea platii costului de expediere.</p> <p>In situatia in care clientii doresc sa preia produsele inlocuitoare de la sediul operational mentionat mai-sus (Program: Luni-Vineri 09.00-15.00, cu exceptia zilelor libere declarate legal), acestia sunt rugati sa mentioneze aceasta solicitare printr-un email la adresa: <a href="mailto:gestiune@kipa.ro">gestiune@kipa.ro</a> , urmand sa primeasca un raspuns prin care va fi anuntata data incepand cu care se pot ridica produsele respective.</p>	<p>availability at the time the returned items are received and after the shipping payment is confirmed.</p> <p>If customers prefer to collect the replacement products in person from the operational headquarters (Monday to Friday, 09:00–15:00, excluding public holidays), they are kindly asked to send a request via email to: <a href="mailto:gestiune@kipa.ro">gestiune@kipa.ro</a>. A confirmation will be sent with the date from which the items will be available for pickup.</p>
<p><b>Situatia 2 – Solicitarea inlocuirii pentru motive care tin de culpa Furnizorului</b></p> <p>In cazul in care clientii primesc produse diferite fata de cele comandate sau produse cu o alta marime decat cea prevazuta in comanda sau produse defecte, societatea noastra va suporta costurile de expediere aferente returnarii acestora, <u>daca expedierea este efectuata de catre client prin intermediul operatorului de curierat Fan Courier Express; la momentul preluarii coletului de catre curier, va rugam sa-l informati ca pretul acelei expedieri se va taxa de catre Fan Courier catre societatea noastra – WISE TEXTILES SRL –, in baza contractului incheiat intre cele 2 societati.</u></p> <p>De asemenea, societatea noastra va suporta si costurile aferente livrarii produselor inlocuitoare.</p> <p>In acest sens, clientii sunt rugati sa returneze produsele respective (inlocuire din culpa furnizorului) folosind urmatoarele date de expediere:  <b>_Adresa:</b> Bucuresti, str. Baicului nr. 51A, sector 2.  <b>_Destinatar:</b> WISE TEXTILES SRL  <b>_Telefon de contact</b> (pentru curier) – 0736.310.852.</p> <p><b>IMPORTANT !</b>  <b>Va rugam sa introduceti in colet si Formularul de Retur pentru inlocuire de produse completat.</b> Acest Formular poate fi utilizat prin accesarea urmatorului link:  <a href="https://kipa.ro/wp-content/uploads/2025/08/2.a.-Anexa-1 FORMULAR INLOCUIRE 28.03.2025 mbs.pdf">https://kipa.ro/wp-content/uploads/2025/08/2.a.-Anexa-1 FORMULAR INLOCUIRE 28.03.2025 mbs.pdf</a></p> <p><b>Aspecte generale privind inlocuirea de produse:</b>  Dupa primirea produselor returnate, acesta vor fi verificate pentru conformitate de catre colegii de la procesare comenzi. Pentru a putea fi acceptate spre inlocuire, produsele (care nu sunt returnate pentru ca prezinta defecte de natura sa impiedice utilizarea lor) trebuie sa nu fie purtate, spalate, deteriorate fizic si/sau chimic, respectiv sa indeplineasca conditiile aferente inclusiv acordarii garantiei comerciale); in caz pozitiv, acestea vor fi receptionate in stoc.</p> <p>Produsele inlocuitoare se vor expedia prin curier la adresele indicate de catre clienti. Livrarea se</p>	<p><b>Situation 2 – Product Replacement Request for Reasons due to the Supplier’s fault</b></p> <p>If customers receive products that are different from those ordered, in a different size than specified in the order, or defective products, our company will cover the return shipping costs, <u>provided that the return is made through the courier operator FAN Courier Express. At the time of pickup, please inform the courier that the shipping cost is to be charged by FAN Courier Express to our company – WISE TEXTILES SRL – based on the contract signed between the two parties.</u></p> <p>Our company will also cover the shipping costs for delivering the replacement products.</p> <p>In this regard, customers are kindly asked to return the respective products (replacement due to supplier fault) using the following shipping details:  <b>_Address:</b> Bucuresti, str. Baicului nr. 51A, sector 2.  <b>_Recipient:</b> WISE TEXTILES SRL  <b>_Contact phone number</b> (for courier): 0736.310.852.</p> <p><b>IMPORTANT!</b>  <b>Please include the Product Replacement Return Form, duly completed, inside the package.</b> The form can be accessed at the following link:  <a href="https://kipa.ro/wp-content/uploads/2025/08/2.a.english_Anexa-1 FORMULAR-INLOCUIRE 13.08.2025 mbs-1.pdf">https://kipa.ro/wp-content/uploads/2025/08/2.a.english_Anexa-1 FORMULAR-INLOCUIRE 13.08.2025 mbs-1.pdf</a></p> <p><b>General Information Regarding Product Replacement:</b>  Once the returned products are received, they will be checked for compliance by our order processing team. In order to be eligible for replacement (except for items that are not returned due to defects that prevent their intended use), the products must not be worn, washed, or physically and/or chemically damaged, and must meet the applicable conditions for commercial warranty. If compliant, the products will be accepted back into stock.</p> <p>Replacement items will be shipped via courier to the addresses provided by customers. Delivery is</p>

<p>efectueaza in limita stocului disponibil la momentul receptionarii produselor primite spre inlocuire.</p> <p>In situatia in care clientii doresc sa preia produsele inlocuitoare de la sediul operational mentionat mai-sus (Program: Luni-Vineri 09.00-15.00, cu exceptia zilelor libere declarate legal), acestia sunt rugati sa mentioneze aceasta solicitare printr-un email la adresa: <a href="mailto:gestiune@kipa.ro">gestiune@kipa.ro</a> , urmand sa primeasca un raspuns prin care va fi anuntata data incepand cu care se pot ridica produsele respective.</p>	<p>subject to stock availability at the time the returned items are received.</p> <p>If customers prefer to collect the replacement products in person from the above-mentioned operational headquarters (Monday to Friday, 09:00–15:00, excluding legally recognized public holidays), they are kindly asked to submit a request via email to: <a href="mailto:gestiune@kipa.ro">gestiune@kipa.ro</a> . They will receive a response indicating the date from which the products will be available for pickup.</p>