

## **CONSUMER RIGHTS – CANCELLATION – RETURN – REFUND POLICY**

### **GENERAL:**

1. By placing an order through the website of Norm Pizza (Ferber Turizm AŞ), you agree to the pre-information form and the distance sales agreement provided electronically.
  2. Buyers are subject to the provisions of the Consumer Protection Law No. 6502 and the Regulation on Distance Contracts (OG: 27.11.2014/29188), as well as other applicable laws regarding the sale and delivery of purchased products.
  3. Delivery fees for product shipments (if applicable) will be borne by the buyer.
  4. Each product purchased will be delivered to the person and/or organization at the address specified by the buyer, within 30 days at the latest. If the product cannot be delivered within this period, the buyer may terminate the contract.
  5. The purchased product must be delivered complete and in accordance with the specifications indicated in the order, along with warranty certificates and user manuals, if any.
  6. In cases where it becomes impossible to sell the purchased product, the seller must notify the buyer in writing within 3 days of becoming aware of this and must refund the total payment to the buyer within 14 days.
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### **PAYMENT FAILURE:**

1. If the buyer does not pay for the product or cancels the payment in the bank records, the seller's obligation to deliver the product ends.
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### **UNAUTHORIZED USE OF CREDIT CARD:**

1. If the payment made by the buyer after delivery is determined to have been made unauthorizedly by third parties using the buyer's credit card and the product price is not paid to the seller by the relevant bank or financial institution, the buyer is obliged to return the product to the seller within 3 days, with shipping costs borne by the seller.
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### **DELAYS DUE TO UNFORESEEN CIRCUMSTANCES:**

1. If unforeseen circumstances beyond the seller's control occur, preventing the delivery of the product on time, the seller must inform the buyer. The buyer may

then cancel the order, request a replacement product, or agree to postpone the delivery until the impediment is resolved. If the buyer cancels the order, the payment will be refunded within 14 days if made in cash or credited back to the credit card within 14 days (with the bank's processing time possibly extending to 2-3 weeks).

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#### **BUYER'S OBLIGATION TO INSPECT THE PRODUCT:**

1. The buyer must inspect the product before accepting delivery and should not accept damaged, broken, or defective products from the courier company. Products accepted are deemed to be in good condition and free of damage. The buyer is responsible for preserving the product after delivery. If the right of withdrawal is exercised, the product must not be used, and the invoice must be returned with the product.
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#### **RIGHT OF WITHDRAWAL:**

1. The buyer has the right to withdraw from the contract within 14 days without providing any justification or incurring penalties, provided they notify the seller through the specified contact details.
  2. If the purchased product is a service, the withdrawal period starts on the date the contract is signed. If the service has been provided with the buyer's consent before the withdrawal period ends, the right of withdrawal cannot be exercised.
  3. Costs incurred due to the use of the right of withdrawal are borne by the seller.
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#### **EXERCISING THE RIGHT OF WITHDRAWAL:**

1. The buyer must return the product along with its invoice, return form, original packaging, and all standard accessories intact and undamaged.
2. The seller must refund the total payment and any documents placing the buyer under financial obligation within 10 days of receiving the withdrawal notification and must accept the product return within 20 days.
3. If the value of the product decreases due to the buyer's fault or if the return becomes impossible, the buyer must compensate the seller for their damages proportionally. However, the buyer is not responsible for changes or deterioration in the product due to proper use during the withdrawal period.
4. If the right of withdrawal reduces the campaign limit set by the seller, the discount amount used in the campaign is canceled.

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**PRODUCTS EXCLUDED FROM THE RIGHT OF WITHDRAWAL:**

1. Products prepared in line with the buyer's wishes or explicitly tailored to personal needs, perishable items, single-use products, goods that may pose health or hygiene risks once unsealed, and products that are inseparably mixed with other items after delivery are not eligible for withdrawal.
2. Services commenced with the consumer's approval before the withdrawal period ends are also excluded.

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**DEFAULT AND LEGAL CONSEQUENCES:**

1. In cases where the buyer defaults on a payment made by credit card, they agree to pay interest and assume responsibility towards the bank under the credit card agreement. In such cases, the relevant bank may take legal action, and any costs or attorney fees incurred are the responsibility of the buyer. If the buyer defaults, they are liable for damages incurred by the seller due to delayed performance of the obligation.

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**PAYMENT AND DELIVERY:**

1. Payments can be made via bank transfer, EFT, or online with a credit card through normpizza.com. Upon order confirmation, the relevant amount will be charged to the buyer's credit card.