

TERMS OF SERVICE

Last Updated: February 18, 2025

1. General Provisions

1.1. This document constitutes a legally binding agreement between **BV MEDIA CORPORATION SRL**, a company incorporated under the laws of Romania, Registration No. **J2020001021350**, CUI **42485343** (the "Contractor"), and any individual or entity (the "Customer") purchasing goods via the following websites:

- <https://store.bellavadi.com/en>
- <https://store.bellavadi.com/en/skincare>

2. Scope of Products and Fulfillment

2.1. The Contractor offers for sale physical consumer goods, specifically apparel, fashion accessories, and skincare/cosmetic products.

2.2. **Global Fulfillment:** To ensure efficient delivery, the Contractor operates through international fulfillment centers located in **Germany** (serving European and international markets) and the **USA** (serving North American and international markets).

2.3. The specific fulfillment location for an order is determined by the Contractor based on stock availability and the Customer's delivery address.

3. Pricing and Payment

3.1. Prices include applicable VAT for consumers within the European Union.

3.2. Payments are processed via secure third-party providers (**Stripe/PayPal**). The Contractor does not store full credit card details.

4. Delivery and International Shipping

4.1. **Customs and Duties:** For orders shipped from a fulfillment center located outside the Customer's trade zone (e.g., USA to EU or Germany to USA), the Customer is the importer of record. The Customer is solely responsible for any local customs duties, import taxes, or clearance fees.

4.2. Delivery times provided at checkout are estimates and may vary based on the fulfillment origin and carrier processing.

5. Right of Withdrawal and Returns (EU Compliance)

5.1. **14-Day Return Policy:** In accordance with EU Directive 2011/83/EU, Customers have the right to withdraw from the purchase within **14 days** of receiving the goods.

5.2. **Conditions:** Items must be returned in original, unused condition. Skincare products must have the protective seal unbroken.

5.3. **Return Location:** Customers must contact **hello@bellavladi.com** to receive the correct return address, which may differ from the original shipping origin.

6. Sanctions and Restricted Territories

6.1. Sales are permitted worldwide, **excluding** regions or individuals subject to current EU, UN, or US sanctions (including the Russian Federation and Belarus).

6.2. The Customer warrants they are not a resident of a sanctioned territory. The Contractor reserves the right to cancel any order originating from a prohibited region.

7. Dispute Resolution

7.1. This Agreement is governed by the laws of **Romania**.

7.2. EU Consumers may access the European Commission's **Online Dispute Resolution (ODR)** platform at: <http://ec.europa.eu/consumers/odr/>.

8. Contact Details

BV MEDIA CORPORATION SRL

- **Address:** 1 Decembrie Str., Nr. 94, Ap. 1, Timisoara 300566, Romania
- **Reg No:** J2020001021350 | **Tax ID:** 42485343
- **Email:** hello@bellavladi.com