

Seller Terms & Conditions: Plassy Ltd.

### 1. About Us

These terms apply to all sales made by **Plassy Ltd.** through this marketplace.

- **Registered Office:** 3B Ilia Beshkov str, 1528, Sofia, Bulgaria.
- **Contact:** export@plassy.com

### 2. Delivery Territory & Restrictions

- **EU Only:** We currently only offer delivery to addresses within the **European Union (EU)**.
- **International Shipping:** We do not ship to countries outside of the EU at this time. Any orders placed for delivery addresses outside the EU will be cancelled and refunded in full.

### 3. Shipping & Fulfilment

- **Processing Time:** We aim to dispatch all orders within **1-5 business days** of receiving order confirmation from the marketplace.
- **Carriers:** Delivery is typically handled by international courier, depending on the territory [e.g., DPD, DHL, or Bulgarian Posts].
- **Tracking:** Once dispatched, a tracking number will be uploaded to your order details on this platform.

### 4. Returns & Cancellations

- **Right of Withdrawal:** In accordance with EU consumer law, you have **14 days** from the date of delivery to change your mind and return the item for a refund.
- **Return Costs:** Unless the item is faulty or "not as described," the customer is responsible for the cost of return shipping to our warehouse in Sofia, Bulgaria.
- **Faulty Goods:** If you receive a damaged or incorrect item, please contact us via the marketplace messaging system immediately so we can arrange a replacement or refund.

### 5. Statutory Rights

These terms do not affect your statutory rights as a consumer under the **Bulgarian Consumer Protection Act** and EU-wide consumer regulations.

### 6. Governing Law

Any disputes related to sales from Plassy Ltd. shall be governed by the laws of **Bulgaria**.