Terms and Conditions

Terms and Conditions for the use of and/or shopping on the website www.gogoldentree.com (hereinafter: the "Terms and Conditions")

1. Introduction

These Terms and Conditions apply to the use of the website www.gogoldentree.com, the online shop of Golden Tree Ltd (hereinafter: the "Website"), and/or the purchase of products published on the Website.

By using the Website, you agree that you are familiar with these Terms and Conditions and consent to their application. When using the Website, you are also bound by all other documents referred to in these Terms and Conditions, in particular the Cookie Policy and the Privacy Policy, and we therefore urge you to read them carefully before use. If you do not agree with these Terms and Conditions, the Cookie Policy or the Privacy Policy, you must not use the Website and must leave it immediately. By placing an order in any form, you are deemed to accept these Terms and Conditions, the Cookie Policy and the Privacy Policy in full.

All content published on the Website is the property of Golden Tree d. o. o., Alpska cesta 43, 4248 Lesce, Slovenia (hereinafter: "we", the "Company" or "Golden Tree") and may only be used for non-commercial purposes. You may not copy, reproduce or distribute it in any other way without our permission.

These Terms and Conditions shall be governed by the law of the Republic of Slovenia. They have been prepared in accordance with the relevant Slovenian and European legal acts, including, but not limited to, the provisions of the Obligations Code and the Consumer Protection Act.

Golden Tree reserves the right to amend the content published on the website www.gogoldentree.com.

Availability of information

Golden Tree undertakes to always provide you with the following information:

- The identity of the company (company name, registered office, business address, registration number);
- Contact details that allow customers to communicate with the company quickly and efficiently (email, address);
- The essential specifications of its products;
- Product availability (every product or service offered on the website should be available within a reasonable time);
- The terms of delivery of the product (method, place and time of delivery);

- Clearly and unambiguously set out the prices of the products and whether the prices shown already include tax and delivery charges;
- The method of payment and delivery;
- The time validity of the offer;
- The terms and conditions, the period within which the customer can make a return, and information on the costs involved;
- An explanation of the complaints procedure, including the contact details where the customer can lodge their complaint.

2. Ordering products

The information contained on the Website and the provisions of these Terms and Conditions constitute an offer for sale. The contract for the purchase of products between us shall be deemed concluded once you place your order and receive an email from us confirming that we have received your order.

In addition to your order and our confirmation of your order, the contract for the purchase of products also includes these Terms and Conditions, which are available to you on the Website and will also be sent to you together with the order confirmation.

We will always endeavour to process all orders received, but exceptional circumstances may arise (for example, orders received in a certain period exceeding the stock of particular products). In such exceptional circumstances, we reserve the right at any time to refuse to process an order in whole or in part after the order confirmation has already been sent. In such cases, we will notify you immediately of our (partial or full) withdrawal from the contract and, to the extent permitted by law, we shall bear no liability to you or to any third party for such withdrawal from the contract. We are not obliged to deliver products that formed part of your order and are the subject of our withdrawal under this paragraph, unless the dispatch of individual products has been confirmed in a separate dispatch confirmation.

When ordering via the form on the Website, the provision of an email address and telephone number is mandatory for the purpose of free notifications regarding the progress of the order.

2.1. Purchase or order process

You may shop on the Website either as a registered user or as a guest.

You register on the Website by entering the required details (first name, surname, email address and password) and clicking the "REGISTER" button. After logging into your user account, you may edit your contact details and billing addresses, manage product subscriptions (including the selection of payment methods), review data related to the VIP Club and view your order history.

To make a purchase on the Website, you follow the order placement process:

1. **Selection of products:** on the Website, you select the relevant products and the quantity you wish to order and add them to your virtual basket by clicking the "ADD TO CART" button.

2. **Entering details:** continue by clicking

   "SHOW BASKET", where you can review the contents of the order again, add a code and then proceed to checkout by clicking the "PROCEED TO PAYMENT" button, where you enter your details, choose the payment method and select additional services related to delivery, and then continue by clicking the "Order review" button. If you are shopping as a registered user, your details are transferred from your user account, but you may change them at any time in your user account or before placing the order. If your details (first name, surname, address, etc.) are not entered in full or are entered incorrectly (for example, using letters in the postcode), the Website will not allow you to proceed to the order review; or

   "TO CHECKOUT", where you enter your details, choose the payment method and select additional services related to delivery, and then continue by clicking the "Order review" button. If you are shopping as a registered user, your details are transferred from your user account, but you may change them at any time in your user account or before placing the order. If your details (first name, surname, address, etc.) are not entered in full or are entered incorrectly, the Website will not allow you to proceed to the order review.

3. **Order review:** before submitting the order, you may review the order specification (products, quantity, price, etc.) and the details you have entered, and correct any errors. Once you tick the box by which you agree to place the order with an obligation to pay and click the "Complete order" button, your order will be submitted. You will be redirected to a webpage stating that your order has been accepted. In addition, you will receive an order confirmation at the email address entered, containing all details regarding the type of products, quantity and final price including delivery costs, together with a copy of these Terms and Conditions in PDF form.
4. **Dispatch:** within the period specified in the second paragraph of this point of the Terms and Conditions and for each individual product on the Website, we will prepare and dispatch the products using the agreed method of shipment, and notify you of this by email, which will contain a dispatch confirmation and a web link for tracking the shipment. By placing an order, you undertake to accept the parcel. If you fail to accept the parcel, you shall bear the costs incurred by us on that account.
5. **Cancellation/amendment of order:** if you do not cancel your order, it shall be deemed confirmed. You may cancel your order by sending a cancellation request to info@gogoldentree.com together with the order number of the order you are cancelling, or you may amend it by placing a new order on the website with the new details and sending a request to cancel the previous order, together with the number of the order you are cancelling, to info@gogoldentree.com. An order may be amended until 7 a.m. on the next working day after the order has been placed.

The estimated delivery time for each product is stated next to the individual product published on the Website. We endeavour to ensure that all orders are processed and dispatched no later than within three working days from the date the order is placed. Nevertheless, due to unforeseen circumstances, we may be unable to process and dispatch your order within that period, in which case we will notify you immediately and ensure that your order is dispatched as soon as possible. The actual date of delivery to the user depends on the delivery service provider.

Legal persons may place their orders exclusively via the email address info@gogoldentree.com. All such orders received from legal persons shall be treated by the Company as an offer placed, which means that the contract

between the legal person and the Company shall not be deemed concluded upon submission of the order, but only upon receipt of the Company's order confirmation.

2.2. Product subscription

For certain products, in addition to a one-off order, we also offer the option of a product subscription. When selecting a product to which you would like to subscribe, you must select the desired quantity of the product you wish to receive at specified intervals, as well as the interval at which you wish to receive that quantity. This means that, after you place an order which includes a product subscription, we will remind you within 3 days before the expiry of the selected interval that the selected interval is coming to an end and send you an order summary, and upon expiry of the selected interval we will automatically create a new order for the product, notify you accordingly and deliver the selected quantity of the product to your address, while you undertake to accept and pay for each automatically generated order.

Example: on 15 June you placed an order with a subscription for 3 units of Active Move every 3 months. On 12 September we will notify you of the expiry of the selected interval, and on 15 September we will automatically create a new order for 3 units of Active Move, notify you accordingly and dispatch the products. If you place an order on the 31st day of a month, each new order will be created on the last day of the month.

The option of product subscriptions is available only to registered users. Registered users manage their product subscriptions via the "Subscriptions" tab in their user account, where subscription data is available to them at all times and where they are also able to cancel the subscription and temporarily suspend the dispatch of products, both in accordance with these Terms and Conditions.

By placing an order that includes a product subscription, you expressly authorise us and consent to our automatically creating a new order at the end of each selected subscription interval in accordance with the selected quantity and price, and charging the payment card you provided when entering into the subscription or later saved in your user account. If payment of the subscription by automatic debit of the payment card is unsuccessful, we will notify you and temporarily suspend the order. If, following further attempts to charge the payment card within 10 days, payment is still unsuccessful, we will cancel the order and terminate the subscription. We will notify you of each repeated attempt to charge the payment card, and we will also notify you of the cancellation of the order and termination of the subscription. If you paid for the order containing the product subscription by cash on delivery, you also undertake, upon delivery of all subsequent product orders automatically created on the basis of your product subscription, to pay for the products to the courier carrying out delivery of the order.

Details of the payment method are accessible in your user account, where you may also edit or change them (for example, changing the payment card number or changing the payment method from cash on delivery to payment by card). The Company does not store payment card data on its servers, but such data is stored exclusively by payment service providers.

By placing an order with a product subscription, you undertake to pay for and accept at least two orders – upon entering into the subscription and upon expiry of the first selected interval. After payment for and receipt of two orders, you may cancel the subscription at any time.

Twice per year, you may decide to skip an individual order, meaning that the next order that would otherwise be automatically created upon expiry of the selected interval will not be created. The following order will be automatically created upon the next expiry of the selected interval.

The satisfaction guarantee under point 7.2 of these Terms and Conditions may only be exercised under the conditions specified in point 7.2 and only after receipt of the first order of the individual product. In respect of the second and all subsequent orders, the satisfaction guarantee may not be exercised.

Except in relation to the first order received under a product subscription, we will not charge shipping costs for any orders automatically created upon expiry of the selected interval, unless you are already entitled to this benefit under the conditions set out in point 5 of these Terms and Conditions.

3. Prices and special offers

All prices stated in the Online Shop are expressed in British pounds (GBP) and include value added tax (hereinafter: "VAT"), but do not include delivery costs. In addition to the price of the products, the invoice issued also contains delivery costs in the amount stated on the order and in the order confirmation.

Special offers (discounts) may be weekly or daily and are formed depending on demand and available stock.

During the purchase process in the Online Shop, we may occasionally offer you the opportunity to obtain a bonus in the form of a free product. If you accept such an offer, the free product is added to your virtual shopping basket and is deemed part of the same order, and as such is also listed on the invoice and order confirmation with a value of £0.00. For the purpose of any withdrawal from the contract and the consequences of failure to return the free product, regardless of the product's selling value, the agreed value of the free product shall be deemed to be £10.00, even though the selling price of all free products is higher. The buyer is informed of this value of the free product before placing the order and agrees to it when placing the order. If the buyer does not agree to these conditions, they must not place an order that includes a free product.

Legal persons or other VAT-liable persons must provide an identification number or tax number when placing an order.

3.1. Discount codes

When placing an order, you may enter a promotional code, which reduces the value of the products and thereby the total value of the order.

Discount codes (except a code for free shipping) do not apply to:

- Delivery costs,
- Cash on delivery fee,
- Parcel insurance, or
- Express delivery fee.

Codes or discounts are not cumulative, and therefore only one valid code may be used for each individual order. Discount codes cannot be used when ordering a product subscription.

3.2. Permanently reduced

Products in the Online Shop marked "Permanently reduced" have a reduced price for a longer period of time. In such cases, the reduced price shall apply from the date of publication and shall remain valid for the specified period, as will be evident from the notice. During this period, the price of the product does not change. The regular price is always shown next to the reduced price.

4. Loyalty programme – VIP Club

4.1. General

The VIP Club is a loyalty programme through which we reward our loyal customers. It is intended for all registered users of the Website and offers them various benefits depending on the tier to which the individual is assigned ("VIP Member", "Silver Member" or "Gold Member"). Inclusion in the VIP Club is free of charge for all registered users and takes place automatically once the conditions for classification into the individual VIP Club tier have been met. Participation in the VIP Club does not involve any obligations for the user.

VIP Club status is linked exclusively to the individual user account and may not be transferred to other persons or combined with other user accounts.

In the event of abuse or a justified suspicion of abuse of the VIP Club (for example, intentional unjustified exploitation of benefits, fictitious orders, etc.), we reserve the right, without prior notice, to temporarily or permanently disable the user's participation in the VIP Club, revoke improperly obtained benefits, and exclude such orders from the calculation of the total amount of completed orders.

We reserve the right to amend the benefits of individual tiers, the conditions for classification into tiers, and the manner in which the VIP Club operates at any time, or to discontinue the VIP Club in part or in full. Amendments to or discontinuation of the VIP Club do not entitle the user to any compensation.

4.2. Conditions for classification into an individual tier

A user is automatically classified into the relevant VIP Club tier according to the total amount of completed orders in the preceding 12 current months (rolling period), as follows:

- **VIP Member:** from £1.00 up to and including £99.00;
- **Silver Member:** over £99.00 up to and including £199.00;
- **Gold Member:** over £199.00.

A user is classified into an individual VIP Club tier after a completed order by which they have fulfilled the conditions for classification into that tier. For the purpose of classification into an individual VIP Club tier, a completed order means an order that has been paid for, dispatched and received.

The total amount of completed orders for an individual user is always determined on the basis of a rolling period of the preceding 12 months, taking into account, for each individual day, all completed orders from the previous 12 months. All orders that were placed and completed after [•] are taken into account.

For the calculation of the total amount of completed orders, the amount actually paid is taken into account, reduced by all amounts refunded to the user due to withdrawal from the contract or the exercise of the satisfaction guarantee in accordance with these Terms and Conditions. If the user withdraws from the contract in part or in full for any reason, or exercises their rights under the satisfaction guarantee in accordance with point 7 of these Terms and Conditions, the total amount of completed orders is reduced by the amount of the partial or full withdrawal from the contract or by the amount refunded on the basis of the satisfaction guarantee.

4.3. VIP Club benefits

The currently applicable list of benefits offered within each VIP Club tier is available on the website: https://gogoldentree.com/loyalty/.

The benefits of an individual VIP Club tier are non-transferable to third parties and may not be exchanged for cash or other benefits.

Within the VIP Club, we may occasionally offer users free gifts or product samples, the selection and availability of which are limited, and we reserve the right to replace a gift with another suitable product or not to send a gift if the product is no longer in stock.

5. Payment methods

You may pay for your order in the following ways:

- Credit card through the payment service provider Stripe.
- PayPal using a credit or debit card, where the PayPal fee is payable by us;
- Klarna: We work with Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, to offer you the option to pay with Klarna at checkout. Payments are made directly to Klarna. For more details, visit: https://www.klarna.com/international/

The shipping cost is £4.90. If the total amount of the order is £100.00 or more, we bear the delivery costs.

6. Additional delivery services

6.1. Parcel insurance

Before you complete your order, you have the option of selecting parcel insurance, which means that your package will be additionally insured against loss or damage. This insurance comes at an additional charge of £1.90.

This service allows you to avoid the complaint procedure with the delivery service and the need to return the products at your own expense. In case your package is lost or you have received damaged products, you will receive a new package. In the event that the products ordered are out of stock at that time, you will receive a refund.

If your package has been lost or you have received damaged products, you are obliged to notify us immediately by email to info@gogoldentree.com.

In the event that the package is damaged, you are entitled to a replacement based on a photograph of the actual condition, without prior inspection of the damaged products by us. This insurance does not mean that you can keep the damaged items. Golden Tree determines the need to return damaged products according to the value and the degree of damage, and we will inform you as soon as possible.

In the event the parcel is lost, we will examine the circumstances of the delivery with the delivery service after receiving notification from you that you have not received the parcel. Once we receive confirmation from the delivery service that your parcel has been lost, we will send you a new parcel immediately.

6.2. Express delivery

Before placing an order, you can select the express delivery option, which means that your order is processed on the same day or the next working day at the latest. This service comes at an additional charge of £1.90.

Orders with express delivery are prepared and dispatched faster than regular orders, but unfortunately, due to the very nature of delivery services, we cannot guarantee that these orders will be delivered faster or that there will not be a delay in delivery due to any unforeseen situations with the delivery service (extreme weather conditions, technical problems, etc.). This option only means that the order will receive priority treatment from us.

7. Retention of title

We retain title to the products sold, which remain our property even after they have been delivered to you, until the purchase price has been paid in full.

8. Withdrawal from the contract and return of products

8.1. Statutory right of withdrawal from the contract

If, pursuant to the Consumer Protection Act (Official Gazette of the Republic of Slovenia, No. 130/22), you are considered a consumer, then when shopping on the Website you have the right, in the case of distance contracts, within fourteen (14) days from receipt of the products, to notify us by email at info@gogoldentree.com that you are withdrawing from the contract in whole or in part, without having to state a reason for your decision.

The period referred to in the previous paragraph begins to run on the day following the date of delivery of the products. The only cost borne by you in connection with withdrawal from the contract is the cost of returning the products, which is charged according to the delivery service's price list.

The return address to which you must send the products within 14 days of notifying us is:

Golden Tree D.O.O.
Global Reach Logistics,
Watling Park, Station Road,
Northampton, NN6 7XY

You must return the products to us undamaged and in an unchanged quantity. You may only inspect and test the products to the extent strictly necessary to establish their nature, characteristics and functioning, and you are liable for any reduction in the value of the products if such reduction results from conduct that is not strictly necessary to establish their nature, characteristics and functioning. You may not freely use the products before withdrawal from the contract.

We expressly warn you that the majority of the products available for purchase on the Website constitute products that are safety-sealed for health protection or hygiene reasons (for example, foil on the outside of the packaging, a seal under the cap, or a security sticker on the packaging). In such cases, if you open the safety seal after receipt of the products, you may no longer withdraw from the contract under the Consumer Protection Act, unless we agree otherwise specifically.

If you withdraw from a contract in respect of which a discount code or promotional code was used, only the amount actually paid will be refunded to you. If, when placing the order, you received a bonus in the form of a free product, you must also return that product to us when withdrawing from the contract. If you do not return the free product, it shall be deemed that you have not returned all products, and in accordance with paragraph 4 of Article 143 of the Consumer Protection Act we will withhold the refund of payments received until all products have been received. If you do not return the free product, or if it can no longer be returned due to the opening or removal of the safety seal, the Company reserves the right, when refunding the purchase price, to charge the agreed value of the unreturned free product in the amount of £10.00, as agreed in accordance with the third paragraph of point 3 of these Terms and Conditions.

Payments received, including delivery costs (except additional costs resulting from your choice of a type of delivery other than the cheapest standard delivery option offered by us), will be refunded to you as soon as possible and no later than within 14 days of receipt of the notice of withdrawal from the contract, provided that we reserve the right to withhold the refund of payments received until receipt of the returned products or until receipt of appropriate proof that the products have been sent to our address. We will refund the payments received using the same payment method as you used, unless you have expressly agreed to the use of another payment method and provided that you do not incur any costs as a result. If you agree to this and have made the purchase by cash on delivery, the refund shall be made by transfer to the transaction account that you notify to us in the notice of withdrawal from the contract. The returned products must be accompanied by a copy of the invoice and your personal details, together with your personal bank account number (IBAN; subject to the previous paragraph), to which the payments received are to be refunded.

If the products do not function properly or do not function in accordance with your expectations, you may also write to us at any time via the contact form or send a message to info@gogoldentree.com. In this way, you will avoid possible incorrect use of the products and damage to the products themselves, as well as possible injury to

yourself or damage to other items.

Unless otherwise agreed, you also do not have the right to withdraw from the contract under the Consumer Protection Act in the case of contracts:

- for products or services whose price depends on fluctuations in markets over which we have no control and which may occur within the withdrawal period;
- for products made to your precise instructions and tailored to your personal needs;
- for products that are perishable or expire rapidly;
- for the provision of a service that obliges you to pay, if we fully perform the contract and the performance of the service began on the basis of your express prior consent and your acknowledgement that you lose the right to withdraw from the contract once we have fully performed it;
- for the supply of sealed audio or video recordings and computer software if the consumer has opened the safety seal after delivery;
- for the supply of products which, by their nature, are inseparably mixed with other items;
- for the supply of digital content not supplied on a tangible medium, if performance has begun and, where the contract obliges you to pay, if:
    - you have previously given your express consent to the commencement of performance during the withdrawal period,
    - you have acknowledged that you thereby lose the right to withdraw from the contract, and
    - we provide you with confirmation in accordance with paragraph 6 of Article 132 or paragraph 2 of Article 133 of the Consumer Protection Act.

8.2. Satisfaction guarantee – withdrawal from the contract in special cases

8.2.1. General

Notwithstanding the provisions of point 8.1 of these Terms and Conditions, for all products except the Popolna Bejba programme (point 8.2.2 of the Terms and Conditions), we offer a 60-day satisfaction or peace-of-mind guarantee (hereinafter: the "satisfaction guarantee"), thereby allowing you, despite the removal of the safety seal from the products and the commencement of their use, to exercise the satisfaction guarantee under the conditions arising from this point of the Terms and Conditions and to be entitled to a refund of the purchase price of the products. Other costs related to the purchase are not refunded in the event of exercise of the satisfaction guarantee (for example, postage costs, cash-on-delivery charge).

Before the expiry of the 60-day period from the date of delivery of the order, you must notify us that you are exercising the satisfaction guarantee and, within 30 days from the date the notice of exercise of the satisfaction guarantee is sent, return the entire remainder of the order to Golden Tree Ltd, Alpska cesta 43, 4248 Lesce. If you have already used all the products, you must return the empty packaging of the product you wish to return and for which you seek a refund of the purchase price. In doing so, all products which, objectively, would still not be expected to have been opened and used within 60 days from the date of delivery of the order must be factory-

sealed with the safety seal.

If you return products with visible signs of use or have removed the safety seal contrary to the previous paragraph, you are not entitled to a refund of the full purchase price under point 8.2 of these Terms and Conditions. In such a case, we will refund you only for products that are undamaged and factory-sealed with the safety seal. The remainder of the products will be destroyed and will not be returned to you, unless you notify us immediately that you wish the products to be returned to you at your expense.

Example: if your order contains 5 units of Golden Tree Liver Complex, the purchase price will be refunded only if, before the expiry of the 60-day period from the date of delivery of the order, you notify us of your withdrawal from the contract and return to us, at the address stated in the previous paragraph, three full, undamaged and factory-sealed boxes of Golden Tree Liver Complex and two opened boxes containing the remainder that you have not used within 60 days, since according to the prescribed instructions for use only 120 capsules (2 capsules per day), contained in two packs of Golden Tree Liver Complex, may be consumed within 60 days.

If, after 60 days of use, you return more than two empty boxes of Golden Tree Liver Complex, or if the products are damaged, or if you have removed the safety seal contrary to the provisions of this Article, you are not entitled to a refund of the full purchase price. If you return products with visible signs of use, we will refund you only for products that are undamaged and factory-sealed with the safety seal. The remainder of the products will be destroyed and will not be returned to you, unless you notify us immediately that you wish the products to be returned to you at your expense.

The satisfaction guarantee under this point of the Terms and Conditions may be used only in the case of the first purchase of an individual product. In respect of all subsequent orders and purchases of the same product, you may not use the satisfaction guarantee under this point of the Terms and Conditions, but you may withdraw from the contract under the conditions set out in point 8.1 of these Terms and Conditions.

If, in the case of purchasing products in a 1+1 GRATIS, 3+3 GRATIS or similar promotion, you are not entitled to a refund of the full purchase price under this point 8.2.1 of these Terms and Conditions because you have:

- opened a greater quantity of products than could objectively be expected not to have been opened and used within 60 days from the date of delivery of the order;
- returned products with visible signs of use; or
- removed the safety seal contrary to the second paragraph of this point,

you are entitled only to a refund of the purchase price for products that are undamaged and factory-sealed with the safety seal, whereby the price per individual item is calculated as the average price per item of products (for example, 3 units of a product at a price of £10.00 per unit = £30.00, 3 units free of charge; total 6 units of the product for a total price of £30.00 = £5 per unit). In the event of a simultaneous order of several promotions of the same products (for example, 3+3 GRATIS and 1+1 GRATIS), the purchase price shall first be refunded for the products for which a lower price has been calculated in accordance with the previous sentence. The satisfaction guarantee under this point 8.2.1 does not apply to surprise products, and under the conditions of point 8.1 of these Terms and Conditions and the Consumer Protection Act you are entitled only to the statutory right of withdrawal from the contract.

As regards questions not regulated in this point, the provisions of point 8.1 shall apply accordingly.

9. Exercising claims in the event of non-conformity of products

9.1. Contract for the supply of products

As a consumer, you have the right, subject to the provisions of the Consumer Protection Act, in the case of a contract for the supply of products, to exercise your rights arising from the non-conformity of products.

The Company must supply you with products that meet the requirements of subjective and objective conformity of products, as defined in the Consumer Protection Act in the case of a contract for the supply of products, where applicable.

The Company is liable for any non-conformity of products that exists at the time of delivery of the products and that becomes apparent within two years from delivery of the products.

You may exercise your rights arising from the non-conformity of products if you notify us of the non-conformity within two months from the day on which you discovered it. In the notification sent to our email address info@gogoldentree.com, you must describe the non-conformity in detail. The notification must be accompanied by an invoice or order number. You must allow us to inspect the products in respect of which you are asserting a claim based on non-conformity. If we do not recognise the existence of the non-conformity of the products, we will provide you with a written response within 8 days.

We are not liable for non-conformity of products that becomes apparent after two years have elapsed from the date on which the products were delivered to you. The rights to have conformity restored under the Consumer Protection Act expire two years from the date on which you notified us of the non-conformity of the products.

If you have notified us of the non-conformity of the products and we have not rejected your claim, you are entitled, under the conditions laid down in the Consumer Protection Act and in the order set out below, to:

1. request the products to be brought into conformity free of charge;
2. request a reduction of the purchase price in proportion to the non-conformity, or withdraw from the sales contract and request reimbursement of the amount paid.

The conditions and deadlines for restoring conformity are laid down in more detail in the Consumer Protection Act, which provides, inter alia, that the buyer may:

1. require the seller to bring the products into conformity free of charge within a reasonable time not exceeding 30 days. The seller may extend this period by up to 15 days, depending on the nature of the products, the complexity of the products, the seriousness of the non-conformity, etc. The seller must notify the buyer of the extension before the expiry of the 30-day period;
2. choose between repair of the products and replacement of the products with new products, unless performance is impossible or entails disproportionate costs compared with the other remedy, taking into account all the circumstances.

Notwithstanding all of the above, you may withdraw from the contract and immediately request reimbursement of the amount paid if the non-conformity appears within less than 30 days from the date of delivery of the products. The exercise of rights arising from the non-conformity of products is regulated in more detail by the provisions of the Consumer Protection Act.

9.2. Contract for the supply of digital content or digital services

As a consumer, you have the right, subject to the provisions of the Consumer Protection Act, in the case of a contract for the supply of digital content or a digital service, to exercise your rights arising from the non-conformity of products.

The Company must supply you with products that meet the requirements of subjective and objective conformity of products, as defined in the Consumer Protection Act in the case of a contract for the supply of digital content or a digital service, where applicable.

The Company is liable for any non-conformity of digital content or a digital service that exists at the time of supply and that becomes apparent within two years from the supply of the products.

In the case of a one-off supply of digital content or digital services, you may exercise your rights arising from the non-conformity of digital content or a digital service if you notify us of the non-conformity within two months from the day on which you discovered it. In the notification sent to our email address info@gogoldentree.com, you must describe the non-conformity in detail. The notification must be accompanied by an invoice or order number. You must allow us to inspect the products in respect of which you are asserting a claim based on non-conformity. If we do not recognise the existence of the non-conformity of the products and it is disputed, we will provide you with a written response within 8 days.

We are not liable for non-conformity of products that becomes apparent after two years have elapsed from the date on which the digital content or digital service was supplied to you. The rights to have conformity restored under the Consumer Protection Act expire two years from the date on which you notified us of the non-conformity of the digital content or digital service.

If you have notified us of the non-conformity of the digital content or digital service and we have not rejected your claim, you are entitled, under the conditions arising from the Consumer Protection Act and in the order set out below, to:

1. request conformity to be restored free of charge;
2. request a reduction of the purchase price in proportion to the non-conformity, or withdraw from the sales contract and request reimbursement of the amount paid.

The conditions and deadlines for restoring conformity are laid down in more detail in the Consumer Protection Act, which provides, inter alia, that the buyer may request restoration of conformity of the digital content or digital service, unless this would be impossible or would cause disproportionate costs to the Company, account being taken of all the circumstances of the case, including the value that the digital content or digital service would have if it were conforming and the significance of the non-conformity. The Company shall restore conformity of the digital content or digital service within a reasonable time from the moment the consumer notified the Company of

the non-conformity, free of charge and without significant inconvenience to the consumer.

You may request a proportionate reduction of the purchase price if the digital content or digital service was supplied in return for payment of a purchase price, or withdraw from the contract, if:

- restoration of conformity of the digital content or digital service is impossible or disproportionate in accordance with the previous paragraph;
- we do not restore conformity of the digital content or digital service in accordance with the previous paragraph;
- the digital content or digital service remains non-conforming despite an attempt to restore conformity;
- the nature of the non-conformity of the digital content or digital service is so serious as to justify an immediate proportionate reduction of the purchase price or withdrawal from the contract;
- we have stated, or it is obvious from the circumstances, that we will not restore conformity of the digital content or service within a reasonable time or without insignificant inconvenience to the consumer.

Notwithstanding all of the above, you may withdraw from the contract and immediately request reimbursement of the amount paid if the non-conformity appears within less than 30 days from the date of supply of the digital content or digital service. The exercise of rights arising from the non-conformity of digital content or a digital service is regulated in more detail by the provisions of the Consumer Protection Act.

10. Reviewing products

All visitors to the website may submit reviews for the products posted there. A review is not linked to a user account.

Each review received is manually reviewed and checked before publication. In doing so, we check the content of the review – whether the content of the review corresponds to the review (number of stars). Filtered reviews are not included in the overall displayed review. For the submission of product reviews, we use the Stamped platform and do not verify whether the person who submitted a review for a particular product actually purchased or uses that product. If a customer submitted a product review in an email by which we requested an opinion on a purchased product, such a review is marked in the online shop with a green tick and the statement "Verified customer".

We reserve the right to refuse publication of comments/reviews which we consider:

- could seriously disturb, provoke, attack or insult others;
- are racist, sexist, homophobic, with no connection whatsoever to the published content;
- allude to sexuality, constitute abuse or are otherwise inappropriate;
- contain crude swear words or other clearly offensive language;
- breach regulations, advocate or encourage unlawful conduct, particularly in relation to criminal offences against honour and reputation, other criminal offences or unlawful interferences with personality rights, and infringements of copyright and related rights;

- constitute advertising of products of other providers;
- contain contact details such as a telephone number, postal address or email address, or other personal data that are not publicly available;
- contain links to other websites;
- are written in a language other than English;
- describe or encourage activities that could endanger the safety or welfare of other people;
- constitute unsolicited messages, so-called "spam", which are essentially repeatedly published messages with the same or similar content; or
- do not follow the main subject matter of the website.

We publish on the Website all comments where the review (number of stars) and the content of the opinion match and do not breach the conditions set out in the previous paragraph, regardless of whether the review is positive or negative.

11. Liability

To the extent permitted by law, we are not liable for complications or difficulties arising from use of the products contrary to the instructions for use or from any other possible improper use of the products. Likewise, employees in the Website's customer support centre are not competent to resolve personally any possible complications or difficulties regarding the use of the products.

Further, to the extent permitted by law, we are not liable for any occasional difficulties in the operation of the Website, any inaccuracies in information, or any damage arising from the use of inaccurate or incomplete information.

We reserve the right to withdraw from the contract or from fulfilment of the order if a material or obvious error arises in the offer. A material error includes elements on the basis of which the Company would not have agreed to conclude the contract. Such errors also include obvious pricing errors, which may be the result of technical or other difficulties.

Communication between us takes place exclusively via the Website, email and SMS messages.

12. Complaints and disputes

12.1. General

We comply with the applicable consumer protection legislation. We strive to fulfil our duty to establish an effective complaints handling system and to designate a person whom you may contact by telephone or email in the event of difficulties. A complaint may be submitted in writing by email to info@gogoldentree.com. No later than within three working days, we will confirm that we have received the complaint and inform you how long we will deal with it, and we will keep you informed of the progress of the procedure throughout.

We will make every effort to resolve any disputes amicably.

12.2. Out-of-court settlement of consumer disputes

In accordance with the applicable legal rules, we do not recognise any provider of out-of-court consumer dispute resolution as competent to resolve a consumer dispute which you could initiate in accordance with the Out-of-Court Settlement of Consumer Disputes Act (Official Gazette of the Republic of Slovenia, No. 81/15; hereinafter: "ZIsRPS"). As a provider of products, we operate an online shop in the territory of Slovenia and publish on the Website an electronic link to the Online Consumer Dispute Resolution (ODR) platform. The platform is available at HERE.

This arrangement arises from ZIsRPS and Regulation (EU) No. 524/2013 of the European Parliament and of the Council on online dispute resolution for consumer disputes and amending Regulation (EC) No. 2006/2004 and Directive 2009/22/EC.

13. Business with legal persons

For legal persons, these Terms and Conditions apply and are valid in points 1 to 6 and point 10. In the remaining content not regulated by these Terms and Conditions, the law of the Republic of Slovenia shall apply to business relations between the Company and legal persons, without regard to its conflict-of-law rules. In the event of disagreements and disputes, the courts of the Republic of Slovenia having jurisdiction at the seat of the Company shall have jurisdiction to resolve them.

14. Company details

Golden Tree, storitve za preobrazbo, d. o. o.
Alpska cesta 43
4248 Lesce
Registration number: 6708501000
VAT ID: SI28639103 (liable for VAT)
The company is registered with the District Court in Kranj under No. SRG 2014/46021 dated 17 October 2014
Share capital: EUR 7,500.00
Transaction account with Lon d. d. Kranj, No.: SI56 6000 0000 0453 449

These Terms and Conditions were last updated on 20.5.2026

Withdrawal form (withdraw from contract)
Old version of terms and conditions.