

Terms and conditions



Introduction

The Ramzeis Store is an online retail store where you can buy any of the products that are listed on the website. By just accessing and using the website you immediately acknowledge that you have read, understood and accepted the [Privacy Policy](#), the [Cookies Policy](#) and the [Terms and Conditions](#). When using terms such as “We”, “Us”, “Our website” we are referring to the Ramzeis Store LLC, the company behind the Ramzeis Store and its online retail website. When using terms such as “You”, “Your” we are referring to you, the user.

This document includes both the general terms of use of the website and the conditions of sale of the products

Glossary

- **Account:** A set of personal information and credentials that allows you to perform operations that a user without an account is not allowed to do.
- **Address:** A set of information such as the country, the city, the zip code, the recipient details, and more. An address is used by our delivery men in order to deliver all of the products you have purchased.
- **Payment method:** A set of information that is useful when you want to pay, could be card information, bank account details, etc.
- **Order:** Once you pay for all of the products that are on your cart an order will be created. The order is proof that you have purchased something from our store. It contains information such as updates on the delivery, the date on which you have ordered everything, information related to the purchased products, etc.
- **Refund:** A refund is proof that you have requested that you want your money back since you are not satisfied with any of the products you have received.

General compliances and conditions

By using our website you are immediately acknowledging, complying and accepting the following:

- Everything that is related to payments (creating and linking a payment method, deleting a payment method, processing a payment, etc.) is managed by Stripe, Inc., an Irish American multinational financial services and software as a service company from which we use its payment processing services. Any complaint, petition or inquiry related to payments must be made with them and not with us. We are responsible for delivering the products you have purchased, once we have received the confirmation from Stripe that your payment was successful. If your payment was not successful but still the money was taken from the payment method you used, then that's a problem between you (The User) and Stripe, Ramzeis Store LLC has nothing to do with issues like the one that was previously described.

Offered services and their conditions

- **Create an account:** You can create an account either with email and password or using Google. Having an account will allow you to perform some useful operations that you won't be able to do if you don't have an account. Having an account requires you to comply with the following rules:
 - **You won't write inappropriate things:** Either when writing a review, requesting a refund or giving details on your delivery address, If we detect that you are being inappropriate by encouraging bad actions, by offending something or someone, or by just doing something that is wrong in any other kind of way, then you will have your account immediately deleted, without any warnings or consent. You will simply receive an email notifying you of the reason why we took that decision.
 - **You won't post inappropriate images:** Either when adding images to a review, or to a request refund, If we detect that one of the images is inappropriate because it seems wrong in any kind of way, then you will have your account immediately deleted, without any warnings or consent. You will simply receive an email notifying you of the reason why we took that decision.
- **Delete an account:** You can delete your account to remove all your personal information, linked addresses, and payment methods. However, please note that deleting your account will not remove the orders you placed or the reviews you wrote. By using our website, you agree that your orders and reviews will remain intact, even on account deletion. If your account is deleted, any reviews you have written will no longer appear under your name; instead, they will be attributed to a generic, random name.
- **Reset your password:** You can reset your password at any time in order to enhance account security. Keep in mind that. This option is not available if you have created your account using Google.
- **Create and link an address to your account:** These addresses can be used as delivery addresses on any checkout and its purpose is to save you time during checkout. Creating addresses requires you to comply with the following rules:
 - **You can't create more than 5 addresses:** Obviously this is enforced both by our website and our server, but if you manage to hack the system and do what is forbidden, we will notify the authorities and start a legal process against you. Then you will have your account immediately deleted, without any warnings or consent. You will simply receive an email notifying you of the reason why we took that decision.
- **Update an address that is linked to your account:** You will be able to modify any of the fields of any of your addresses, except for the address id.
- **Delete an address that is linked to your account:** You will be able to delete any of the addresses that you have previously linked to your account.
- **Create and link a payment method to your account:** These payment methods can be used at checkout to save you time. Instead of manually entering your payment information, you simply select the payment method you want to use, and you're good to go.

- **Delete a payment method that is linked to your account:** You can delete any of the payment methods previously linked to your account. Please note that when you delete a payment method, we are not responsible for the actual deletion of the information. All information related to your linked payment methods is stored and managed by Stripe. Whether Stripe deletes that information is up to them, and we cannot guarantee that it will be deleted immediately or at all. Our only responsibility is to execute the "Detach Payment Method" operation using the Stripe API on our server. According to [Stripe's documentation](#), once this operation is executed, the payment method can no longer be used for payments. For more details on what happens to your data after the "Detach Payment Method" is called, please contact Stripe directly.
 - **Request a refund:** Once you have received your product, or you have waited too much to receive it, you can request a refund in order to get your money back. Requesting refunds requires you to comply with the following rules:
 - **The fact of requesting a refund would not ensure by any means that you are going to receive your money back:** If you request a refund, you don't have the right to force us and insist on getting your money back, that's on us, and we will define if your case is favorable to receive a refund based on the proof you have send along with the request. You just need to care about writing clearly every detail and the reason why you want to return your product when requesting the refund on our website.
 - **You will only be able to request a refund under the specified circumstances:**
 - On delivered orders up to 5 calendar days old
 - On orders waiting for delivery up to 60 calendar days old
 - **You have to wait until we contact you via email for the process to advance:** Once your refund request has been sent to us from our website, you have to wait until we contact you via email to continue the process. If necessary, we will ask further questions before giving you an answer regarding whether it is possible to give you your money back or not.
 - **You have to return your product using your preferred carrier at your expense:** If you are requesting a refund because you have received the product, and you are not satisfied with it you have to send us the product(s) back using your preferred carrier at your expense. We will never cover any charges associated with the return (that's on you). We will wait up to 60 days from the day you have notified us that your products have been returned until we receive the product(s) back.
 - **You have to return your product to the specified address:** The address you need to use when returning products, it's the following one
 - *Tv. 60 # 106 B 25*
Interior 2, Apartamento 101, Conjunto residencial URAS
Bogotá, Colombia
- If the products were sent to another address, then you won't be able to receive the refund by any means

- **Add a product to your cart:** You can add as many products as you want to your shopping cart in order to buy them all on a single order and a single transaction.
- **Remove a product from your cart:** You can remove any products that you have previously added to your cart.
- **Edit details of a product from your cart:** If you want to change aspects such as the quantity, the size or the model of a product that is on your cart are free to do so.
- **Access your account:** You can login to your account and your session will remain active for 30 days, after that time your session will expire, and you will be prompted to login again. You are free to login on multiple devices and each device will have its own session.
- **Sign out from your account:** You can sign out from your account on any of the devices where you are logged in
- **Purchase products:** You can purchase as many products as you like per checkout. You just need to add all of the products that you want to purchase to your cart, go to the “Cart” page and once there click on the “Checkout” button. Purchasing products requires you to comply with the following rules:
 - **Products available only for specific regions won’t be sent to addresses that are outside their supported regions:** Depending on the region you select, only products available in that region will appear in your search results. It is technically impossible to add to your cart and purchase a product that cannot be delivered to the address you have chosen during checkout. We have mechanisms to verify if the delivery address you have chosen during checkout is within the supported regions for the product. However, if you somehow bypass the system and attempt to purchase products that cannot be shipped to that address, we will notify the authorities and initiate legal action against you. Additionally, you will not receive the products and will not be eligible for a refund. Then you will have your account immediately deleted, without any warnings or consent. You will simply receive an email notifying you of the reason why we took that decision.
 - **You can only purchase products that are in stock:** Our system has mechanisms to prevent you from buying products that are out of stock; those products won’t simply be shown to you, and the checkout process will fail if the product runs out of stock. However, if you somehow bypass the system and attempt to purchase products that are out of stock, we will notify the authorities and initiate legal action against you. Additionally, you will not receive the products and will not be eligible for a refund. Then you will have your account immediately deleted, without any warnings or consent. You will simply receive an email notifying you of the reason why we took that decision.
 - **In the worst-case scenarios, products can take up to 60 calendar days to be received:** Until this time has elapsed you are not allowed to request a refund
 - **We ship to 66 countries:** When you buy on our store keep in mind that we only ship to the following countries
 - **Africa:** Egypt, Morocco, Nigeria, South Africa.

- **Americas:** Argentina, Bolivia, Brazil, Canada, Chile, Colombia, Costa Rica, Dominican Republic, Honduras, Mexico, Paraguay, Peru, Puerto Rico, United States, Uruguay.
- **Asia:** Cambodia, Japan, Malaysia, Saudi Arabia, Singapore, South Korea, Thailand, United Arab Emirates, Vietnam.
- **Europe:** Albania, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Moldova, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Ukraine, United Kingdom, Vatican City.
- **Oceania:** Australia, New Zealand.

Our system includes mechanisms to prevent users from linking addresses in unsupported countries to their accounts. Additionally, during checkout, we verify that the address you have chosen is in a supported country. However, if you somehow bypass these safeguards and place an order with an unsupported delivery address, we will notify the authorities and initiate legal action against you. Additionally, you will not receive the products and will not be eligible for a refund. Then you will have your account immediately deleted, without any warnings or consent. You will simply receive an email notifying you of the reason why we took that decision.

- **We do not guarantee any delivery date on any order:** We do estimate a delivery date, but by any means we will ensure that the order is delivered within that given range or at that specific time. Orders can take more than 60 days to be delivered.
- **Shipping to some countries can take 60 days or more:** Due to regulations, remoteness, national crises, and other factors, deliveries to certain countries may take longer than usual. Below is a list of countries where it is highly likely that your order will take more time to be delivered than the average
 - Albania, Argentina, Bolivia, Costa Rica, Cyprus, Dominican Republic, Egypt, Honduras, Iceland, Ireland, Malta, Moldova, Morocco, Nigeria, Paraguay, Peru, Puerto Rico, Saudi Arabia, Serbia, South Africa, Uruguay, Vatican City.

- **The delivery time depends on the country specified on your delivery address:** Below you will find time estimations on how much time does it take to deliver your order depending on your country

Very quick	<i>7 days or more</i>	Brazil, Chile, Mexico, United States, Czech Republic, France, Germany, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Switzerland, Ukraine, United Kingdom, Japan, South Korea, Malaysia, Singapore, Thailand, Australia, New Zealand
Quick	<i>15 days or more</i>	Colombia, Austria, Belgium, Bulgaria, Croatia, Finland, Greece, Hungary, Italy, Lithuania, Luxembourg, Sweden, Vietnam
Medium	<i>30 days or more</i>	Canada, Cambodia, United Arab Emirates, Denmark, Estonia, Latvia
Very slow	<i>From 30 days to 60 days or more</i>	Albania, Argentina, Bolivia, Costa Rica, Cyprus, Dominican Republic, Egypt, Honduras, Iceland, Ireland, Malta, Moldova, Morocco, Nigeria, Paraguay, Peru, Puerto Rico, Saudi Arabia, Serbia, South Africa, Uruguay, Vatican City.

- **On the “Global” region the currency is the US dollar (USD):** If you are shopping on the “Global” region then everything will be paid in US dollars. You have to be sure that your card or your chosen payment method accepts payments in US dollars.
- **On every region that is on the following list the currency is the official currency of that country:** Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Japan, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Netherlands, New Zealand, Nigeria, Norway, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Thailand, United Arab Emirates, United Kingdom, United States.

Any other region that does not appear on the list will have the US dollar as its currency.

Contacting us

If you have any questions, concerns, or complaints regarding this Policy, the information we hold about you, or if you wish to exercise your rights, we encourage you to contact us using the details below:

support@store.ramzeis.com

We will attempt to resolve complaints and disputes and make every reasonable effort to honor your wish to exercise your rights as quickly as possible and, in any event, within the timescales provided by applicable data protection laws.

This document was last updated on June 12, 2024

No relevant changes were made.