



### ORDERS

- Once we have received your order we will check over it and send you a confirmation within 24hrs.
- If an item is unavailable we will find the best alternative. If there are no alternatives we will inform you within 24 hrs.
- During peak times last minute orders or late additions to your order will be accepted if time allows but cannot be guaranteed.
- For an order to be secured and confirmed a new client form will need to be filled out, which is used by us as security.

### PRICES

- All prices are in Croatian Kuna (HRK).
- All prices exclude tax (23% PDV).
- Prices of goods are subject to change throughout the season.

### DELIVERY

- All goods are delivered in one our re Fridgerated vans at the correct temperatures.
- All goods are delivered packed in Plastic bins, bags, poly boxes and cardboard boxes. (Please note: Plastic bins and poly boxes need to be returned to the delivery person at the end of delivery)
- Once the delivery is complete the delivery person will either give you a fully itemised invoice or advise you that one is waiting in your email inbox.
- Our delivery range is Zadar to Dubrovnik/Cavtat.
- A delivery fee will apply to all deliveries beyond the Makarska Riviera. POA.
- A staying time surcharge will apply for time spent by the driver after the scheduled delivery time. This will be charged by the hour. POA.

### PAYMENT

- All orders are to be paid in full upon delivery.
- Payment may be made by credit card or cash upon delivery.
- Cash payments will be converted from Croatian Kuna (HRK) to the EURO at the exchange rate of 7.1000.
- We may also accept wire transfer payments. This must be approved and arranged in advance of the scheduled delivery.
- All wire transfer payments will incur a 10.00 Euro bank transaction fee which will be added to your invoice.
- All wire transfer payments are to be paid strictly 7 days from date of invoice.

### RETURNS

- We stand by the freshness and quality of our products. But in the unlikely event an item is not to your satisfaction after delivery, you must notify the delivery person immediately.
- Alternately please phone within 1 hour after delivery.
- The product in question must be returned for a refund to be considered.
- Special request items or items that have been opened, partially used or tampered with are non-returnable.

### CANCELLATION POLICY

- Once your order has been confirmed it cannot be cancelled.

### DISPUTE RESOLUTION

- It is agreed by both parties that any dispute arising from this agreement shall be governed by the laws of Croatia and resolved in the territory of Croatia.

## STEP 2. COMPLETE THE AGREEMENT



THE YACHT PANTRY  
CROATIA

This is a contract between \_\_\_\_\_ (hereinafter referred to as “Client”) and Brodska Smocnica d.o.o, trading as The Yacht Pantry Ltd, a corporation domiciled in Croatia and organized under Croatian Law, for the purchase and delivery of yacht provisions. By signing the contract the Client explicitly agrees to all the conditions and acknowledges that this contract fully and totally reflects all the conditions agreed upon by Client and The Yacht Pantry.

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CLIENT SIGNATURE & DATE

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THE YACHT PANTRY & DATE

## STEP 3. COMPLETE THE NEW CLIENT FORM



THE YACHT PANTRY  
CROATIA

In lieu of my credit card imprint, I, \_\_\_\_\_

(Name of Cardholder exactly as Shown on Credit Card)

Hereby authorize BRODSKA SMOCNICA d.o.o to charge my order to the following credit card:

VISA    MasterCard   Card number:

Expiration date:   /   CVV2 Security code: \_\_\_\_\_

### THE BILLING ADDRESS AS IT APPEARS ON MY CREDIT CARD STATEMENT

Street address: \_\_\_\_\_  
\_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_ Country: \_\_\_\_\_

Email Address for Receipt: \_\_\_\_\_

Phone number: \_\_\_\_\_

### CAPTAIN DETAILS

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

By signing below and submitting for payment, I acknowledge acceptance of the Agreement conditions. I also agree to waive any charge-back rights and in the event of a dispute, requests for a refund must be submitted in writing along with all order documentation in accordance with standard policy of company issuing credit card.

Signature as it appears on cardholder's credit card: \_\_\_\_\_

Date: \_\_\_\_\_

**THIS FORM MUST BE COMPLETED IN FULL AND ALL INFORMATION  
MUST BE TRUE AND CORRECT FOR YOUR ORDER TO BE PROCESSED.**