

## **Exchange and return of goods**

### **Return of goods of normal quality**

Placing an order through the Internet, you can reject the goods at any time before it is transmitted. Upon cancellation of the goods, we will refund you the cost, excluding the cost of shipping back to the store, not later than 10 days from the date of request.

### **Exchange goods of inadequate quality**

If you received the goods of poor quality due to manufacturing defects, you can exchange it for a similar product of good quality. Replacement of goods is made within 7 days. We are entitled to refuse the buyer to exchange or return the goods, if you believe that the observed drawback is a consequence of improper use or storage of goods. In the event of a dispute on the quality of the product or causes of the shortcomings we take this product to the buyer, and conduct the examination of the goods. The buyer shall have the right to participate in the quality control of goods and challenge expert opinion in court. If the examination of goods found to have its shortcomings have arisen due to improper use or storage, the buyer is obliged to reimburse us for the costs of the examination, as well as associated with its implementation costs for storage and transportation of goods.

## **Information Security**

### **1. Choose a strong password**

To protect your password, it is important to periodically change it and save your password on the other, as anyone who knows your password can get access to your account.

To choose a strong password, use a password to novofert.ge different from what you use on other sites. If you need to remember your password, write it down and put it in your bag, purse, or other safe place.

Use at least 8 characters. A minimum of 6 characters is required; a maximum of 128 permitted.

Avoid passwords that can be easily guessed. They include password, such as "secret", "password" or "123456." They also include things such as a dictionary word, name, email address or other personal information that can be easily obtained.

Tip: Although this is not a requirement, adding numbers or special characters to the password, you make it even more difficult. For example, the password "saperavi42" is much stronger than the password "saperavi".

### **2. Protect your system**

Some suspicious e-mails contain attachments and links to Web sites that attempt to install malware on your computer.

**Here are some ways to protect your system:**

If you enter your password on that site, which is alleged to be harmful, go to "Change Password" and change it immediately.

If you enter your credit card information is online, it can be expected to be malicious, or reply to an e-mail with this information, immediately contact your credit institution.

Install antivirus software from a reputable company.

Note: After installing it, run a full computer scan.

**Methods of payment and delivery**

There are 1 payment methods available in our e-shop: Payment to the current account according to the Invoice.

To receive an Invoice call 557-631083 or send an demand to [novofertge@gmail.com](mailto:novofertge@gmail.com).

In Tbilisi, goods are delivered to the address indicated by the buyer in the application within 1-2 business days from the date of payment. Delivery cost is 10 GEL. Sending by Georgian Post or by bus to all cities of Georgia is possible. To clarify the cost of sending please call 557-631083 or make a request at [novofertge@gmail.com](mailto:novofertge@gmail.com).

If the order amount exceeds 500 GEL then delivery in Tbilisi or sending by bus is free.

**Confidentiality of information**

Novofert.ge appreciates your confidence and makes it so that the information about you is used carefully and cautiously. This page describes our privacy policy.

Visiting [novofert.ge](http://novofert.ge) you are accepting the practices described in the Privacy Information page.

**What personal information about customers is going to novofert.ge?**

The information we learn from customers helps us personalize and continually improve your experience.

Here are the types of information we gather

The information that you give us: We receive and store any information you enter on our Web site or give us in any other way. We use the information you provide for such purposes as a rapid response to your requests, setting up, improving our services and communicating with you.

Automatic Information: We receive and store certain types of information whenever you interact with us. For example, like many websites, we use "cookies," and we obtain certain types of information when your Web browser accesses the novofert.ge.

Mobile phone: When you download or use applications built novofert.ge, we can get information about your location on a mobile device, including the unique identifier for your device. We can use this information to provide you with services based on location, such as advertising, search results, and other information of a personal nature. Most mobile devices allow you to turn off the service location.

E-mail messages: To help us make e-mails more useful and interesting, we often receive a confirmation when you open e-mail from novofert.ge, if your computer supports such capabilities. If you do not wish to receive email or other mail from us, please adjust the parameters of interaction with customers.

Information from other sources: We may get information about you from other sources and add it to our account.