

Terms and Conditions

Company Information

Company Name: Spletna trgovina Tarik Residbegović, S.P.

Business Name: Stella

Address: Velika pot 14, 5000 Nova Gorica, Slovenia

Registration ID: 60064471

Contact Email: info@stellaleather.com

These Terms and Conditions govern the use of the website stellaleather.com and the purchase of handmade leather jackets sold by Stella. By placing an order, you agree to these terms.

1. General Provisions

1.1 These Terms apply to all sales of products offered in the online shop operating within the European Union.

1.2 The products are handmade leather jackets, produced with care and attention to quality.

1.3 All prices are in euros (€) and include VAT, unless stated otherwise.

2. Ordering and Payment

2.1 Orders can be placed via stellaleather.com.

2.2 After submitting an order, the customer will receive a confirmation email. This confirmation does not guarantee acceptance; the contract is concluded once the payment is received and the order is dispatched.

2.3 Accepted payment methods will be displayed at checkout (e.g., credit card, bank transfer, PayPal).

2.4 The company reserves the right to cancel an order in case of stock unavailability or incorrect pricing.

3. Shipping and Delivery

3.1 Products are shipped within the European Union.

3.2 Delivery times vary depending on destination and will be communicated at checkout.

3.3 The company is not responsible for delays caused by customs, couriers, or force majeure events.

4. Product Information

4.1 Due to the handmade nature of our products, slight variations in color, texture, or stitching may occur. These are not defects but unique characteristics of artisanal craftsmanship.

4.2 Product descriptions and images on the website are for informational purposes.

5. Right of Withdrawal (EU Consumers)

5.1 In accordance with EU consumer law, customers have the right to withdraw from the contract within 14 days of receiving the goods, without providing a reason.

5.2 To exercise this right, customers must notify us at info@stellaleather.com within the 14-day period.

5.3 Customers must return the goods within 14 days of notifying withdrawal. The return costs are borne by the customer.

5.4 The product must be returned in its original condition, unworn, and with all tags attached.

5.5 A refund will be issued within 14 days of receiving the returned item. Shipping costs are non-refundable.

6. Returns and Exchanges

6.1 If you receive a defective or incorrect product, please contact us within 7 days of delivery at info@stellaleather.com.

6.2 We will provide instructions for return or exchange.

6.3 In the case of defects, the company will cover return shipping costs and provide a replacement or refund.

7. Warranty

7.1 Our jackets are handmade with high-quality materials. Products are covered by the statutory 2-year EU warranty against manufacturing defects.

7.2 This warranty does not cover normal wear and tear, accidental damage, or improper care.

8. Privacy Policy

8.1 Customer data is processed in compliance with GDPR and Slovenian data protection laws.

8.2 Personal data will only be used for order processing and communication.

9. Governing Law and Disputes

9.1 These Terms are governed by Slovenian law.

9.2 Any disputes shall be resolved amicably; if not possible, they fall under the jurisdiction of Slovenian courts.

9.3 Consumers may also submit complaints via the EU Online Dispute Resolution (ODR) platform at: <https://ec.europa.eu/consumers/odr>.

Return Policy

We want you to love your Stella jacket. If for any reason you are not satisfied, you may return your purchase under the following conditions:

Return Period – You may return your order within 14 days of receipt, in line with EU consumer protection rules.

Condition of Goods – Items must be unworn, unwashed, and returned in their original condition with tags attached.

Return Process – Contact us at info@stellaleather.com with your order number and reason for return. We will provide you with return instructions.

Return Shipping Costs – Customers are responsible for return shipping costs, except in cases of defective or incorrect items.

Refunds – Refunds will be processed within 14 days after the returned item has been received and inspected. Original shipping costs are non-refundable.

Exchanges – If you would like to exchange your jacket for another size or style, please indicate this when contacting us. Exchanges are subject to availability.