

## **Payment and Delivery**

### **Payment**

You can make a purchase in two ways:

- via payment cards (ONLINE SHOP)
- cash on delivery (cash on delivery)

When making a purchase through our ONLINE SHOP, the amount will be automatically charged to your card.

When purchasing cash on delivery, you pay the package directly to the courier.

In both cases, you will receive an invoice for the paid goods via e-mail after the payment has been made.

If the order is correct, you will receive a notification by e-mail with the notification "PENDING ORDER," which confirms that we have received your order and that the goods will be delivered within the stipulated time.

In situations where there is a misunderstanding regarding an order on our ONLINE SHOP (incomplete or unclear order or address, impossibility of delivery, lack of a certain product), we will contact you by phone.

### **Delivery**

The ordered goods will be sent by express mail to the address you provided. Delivery costs are fixed and amount to RSD 350, and will be specified on the invoice. Orders received by 2pm will be delivered within 1-2 working days (except Saturdays, Sundays and holidays). Delivery will be made within a maximum of 5 days from the date of ordering.

The courier service delivers the goods to the specified address, without entry into the residential area.

In case the courier delivers damaged goods, the recipient has the right to refuse to pick up the package. The deadline for submitting claims for possible damage is 24 hours from the moment of receiving the goods.

For orders whose value exceeds 10,000 dinars, delivery is free.

**If your product arrived damaged:**

Despite the fact that we do our best so that all our products meet high production and quality criteria and reach you in a safe way, we still have to leave room for possible unforeseen circumstances that may violate this practice.

If your product should arrive damaged in any way, please email us immediately at: [customer.service@bargotworld.com](mailto:customer.service@bargotworld.com) stating your order number, pictures of the damaged product and a brief description of the problem.

**Appearance of liquid**

If it happens that small sediments (like thin pale flakes) appear at the bottom of the liquid of the perfume you bought, and the perfume itself does not change its smell, know that everything is fine with your smell. This is a natural phenomenon that occurs due to a large amount of natural materials, as well as a high concentration of perfume.

**How do I know my product is authentic?**

Our ONLINE SHOP is the ONLY way you can buy our products and it is a guarantee that the product you bought is authentic.