

PAYMENT

Types of Payment

For all international shipments, we accept a variety of payments options such as: all accepted Credit Cards (such as: AMEX, Maestro, Visa, MasterCard, Dina) and PayPal.

Payment in cash, upon delivery, is an available option on the Territory of Serbia.

Payment by Debit and Credit Cards

On behalf of Sleepysheepy.shop we commit ourselves to protect the privacy of all our customers. We collect only the necessary, basic customer information and data necessary for operating and informing the users in accordance with good business practices and in order to provide a quality service.

We give our customers the choice, including the ability to decide whether they want or not to be deleted from the mailing lists used for marketing campaigns. All user and customer data is strictly kept and only available to employees whose information is necessary for conducting business.

All employees at Sleepysheepy.shop (and business partners) are responsible for respecting the privacy principles.

Protecting Confidential Transaction Data

When entering payment card information, confidential information is transmitted through a public network in a protected (encrypted) form using the SSL protocol and PKI system, as the current most advanced cryptographic technology. The security of the data during the purchase is guaranteed by the payment card processor, Banca Intesa ad Beograd, so the complete collection process is carried out on the bank's pages. No information about the payment card is available to our system.

Repayment of Funds Paid by Cards

In the case of the return of goods and the refund of funds to the buyer who previously paid with some of the payment cards, in part or in full, and regardless of the reason for the return, Sleepysheepy.shop is obliged to make a refund only through VISA, EC/MC, Maestro, AMEX and Dina Card payment method, which means that the bank will make a refund at the merchant's account at the request of the seller.

Declaration of Currency Conversion

All payments will be effected in Serbian currency – the “Dinar” (RSD). The amount your credit card account will be charged for is obtained through conversion of the price in Euro into Serbian Dinar according to the current exchange rate of the Serbian National Bank. When charging your credit card, the same amount is converted into your local currency according to the exchange rate of credit card associations. As a result of this conversion there is a possibility of a slight difference from the original price stated on our web shop.

DELIVERY & HANDLING

Delivery of the Article

After your confirmation the order receives the 'processing' status. Once the order has been processed, you will be informed of the order status on the e-mail you have provided (if you do not receive an email within one day of making your purchase, please check your SPAM folder). The processing of the order usually takes 2 to 3 working days. If the order is placed on Friday or the weekend, the seller will contact you at the beginning of the following week. From this point on, the delivery time is 3 to 5 business days.

How Long Will Delivery Take

Orders delivered to international buyers are sent on the next business day after the payment has been made. Delivery time is usually from 5 to 10 business days.

Delivery Charges & FREE SHIPPING

All orders that have a value equal to or greater than 50.00€ will have FREE SHIPPING. We currently only have deliveries for Europe – we are working on expanding our delivery service to the rest of the world.

All orders below the total package value of 50.00€ will be subjected to shipping costs covered by the customer. The delivery for all of Europe is 11.00€ except for: Croatia, Bosnia & Herzegovina, Montenegro, Macedonia which is 9.00€, and Serbia which is RSD 250 (local delivery).

The size of the package and weight influence the shipping costs. The prices above are listed for packages that do not exceed 1kg or 2.2lbs in weight (approximately and on-average 4 pajamas). We would like to remind you that free shipping is available if the order exceeds the amount listed on the very beginning of the "Delivery Charges" section.

To find out more specifically the cost of delivery and if your package qualifies for FREE SHIPPING please use our calculator on the following link: [LINKCALCULATOR](#).

Tracking Your Order

After handing over the delivery to the courier service, for each order, the tracking number assigned to that shipment is recorded. We will send you an email with your tracking number, on the email you provided. You will be able to track your order via the tracking number we will send you, through websites we will link you in the email. Please check your SPAM folder in case you have not received it in your main INBOX within 1 day of payment.

Our shop will not be held responsible for lost goods if an incorrect shipping address is provided. Should your package not show up, or arrive damaged please give us a call or text WhatsApp us on +381 65 869 5660 or send us an email on customerservice@sleepysheepy.shop

Order Limitations and Customs

International orders may be subject to import taxes or customs fees determined by the destination country. Estimated import taxes and customs fees are not included in the shipping cost. The customer is responsible for all customs and duty fees. We will do our best to make sure the package arrives in a good timing. Please consider your countries import and custom laws for anticipation purposes and additional costs not incurred directly from our webshop.

Shipping and Handling

The shipping courier is responsible for the delivery of your package. In the case of a lost package, it is the responsibility of the carrier and all inquiries must be directed to the carrier. Customs of the countries your package passes through reserve the right to open the package and determine the value of the goods upon import. Shall there be any alteration to the package from our original packaging upon handling by customs, we do not take responsibilities for the changes of said package.

CHANGING AND RETURNING POLICY

Changing Pajama Sizes

Dear client, it is important to us that you are satisfied with your order and our products and we want to give you accurate measures for our pajamas so you can buy sizes suitable for your children. In order to minimize your costs for additional shipping, please carefully study the size chart before submitting your purchase and payment.

If you have tried the article and found that the size does not suit you, please give us a call or text WhatsApp us on +381 65 869 5660 or send us an email on customerservice@sleepysheepy.shop .

Please provide the following information when contacting us:

- First name and surname
- Address
- Telephone number
- Order number and order date
- Reasons for your complaint
- New size that would fit you or your child

After checking if the desired size is available, we will send you instructions to the enclosed email address on how to change the size. Without this procedure and without your own initiative the article cannot be replaced.

Such a package will be sent to the sender at the sender's expense, meaning incurred costs such as: import tax, shipping fee, etc. The article ordered cannot be replaced if it has been worn.

The Period for Changing the Size

From the moment the customer makes a request, the time limit for changing the size is 7 working days.

Delivery Costs

Buyer will pay shipping charges for size change, unless originally an error in delivery has been determined by Sleepysheepy.shop

Changing the Article

When the order arrives, you must ensure that the package is not visibly damaged in the presence of the courier. Article you bought can be replaced for:

- Product of the same or higher price category
- Product of lower price category

Before article change, please give us a call or text WhatsApp us on +381 65 869 5660 or send us an email on customerservice@sleepysheepy.shop. If you contact us via email, always provide us with the following information in the message:

- First name and surname
- Address
- Phone number
- Order number and date of order
- National identity number and the bank account number (in case you change for a cheaper product, so we can pay the price difference)
- The product you want in exchange

In both of the above cases, we will create documentation that will be sent to you, with the product replacement procedure, to the email address you left when creating an order. After checking whether the desired item is available, we will send you replacement instructions on the attached email address. Without this procedure, the article cannot be replaced by an initiative.

Any such package will be returned to the sender on the cost of the sender. The article ordered cannot be replaced if it has been worn.

The Period for Article Exchange

From the moment the customer makes a request, the time limit for changing the size is 5 working days.

Delivery Costs

Buyer will pay shipping charges for article change, unless originally an error by Sleepysheepy.shop has been made and has been determined.

RECLAMATIONS

Complaints and Lack of Conformity

When the order arrives, please ensure that you package is not visibly damaged in the presence of the courier. You can return the package in the following cases:

- If you notice any visible damages (e.g: torn parts, opened package), please give us a call or text WhatsApp us on +381 65 869 5660 or send us an email on customerservice@sleepysheepy.shop stating the reasons for rejecting the package.

- If you have received the shipment and after opening the box have established the delivered goods do not correspond to the order or that the information on the receipt is inappropriate, please call us at the latest 24 hours after receiving the shipment by telephone or text WhatsApp at +381 65 869 5660 or send us an e-mail with your first and last name and telephone number to the e-mail address customerservice@sleepysheepy.shop
- If the purchased product does not comply with the provisions of the Consumer Protection Act, please inform us at customerservice@sleepysheepy.shop
- [Only for orders for Serbia] In case that the goods are returned to the buyer, who has previously paid for them cash on delivery, the costs will not be borne by Sleepysheepy.shop, but by the buyer.
- In the case of the return of goods and the return of funds to the buyer who previously paid with some of the payment cards, in part or in full, and regardless of the reason for the return, Sleepysheepy.shop is obliged to make a refund exclusively through VISA, EC / MC, Maestro Dina and Amex payment method, which means that at the request of the seller, the bank will make a refund to the account of the card user. To complete your return, we require a receipt or proof of purchase.

Contact by E-mail

If you wish to contact us by e-mail, please always include the following information in your e-mail:

- First name and surname
- Address
- Telephone number
- Order number and order date
- Reasons for your complaint

The deadline for settling the complaint is 14 days from the date of its registration.

DATA PROTECTION

In order to successfully process your order, we need your name, address, e-mail and telephone number. With the help of this information we will be able to confirm your purchase order, inform you about the current status as well as deliver the desired goods to you. On behalf of Sleepysheepy.shop we undertake all actions to keep the privacy of all our customers. We only collect necessary, basic visitor / customer information and data necessary for business and customer information in accordance with good business practices and for the purpose of providing quality service, therefore the use of our services implies the consent of the user to send him e-mail and SMS notifications. The period of storage and use of the collected data is permanent, except in the case of withdrawal of consent, when the data is completely deleted. Customers may at any time request that they be given access to their personal information, as well as request their addition, correction and deletion, or may withdraw their consent for their further processing by sending such request to admin@sleepysheepy.shop . We implement state-of-the-art organizational, personnel and technical data protection measures against unauthorized access, including, but not limited to: access to personal data with password, restricted access to sensitive data, encrypted transfer of sensitive data sent by users by filling in application forms, ordering, etc. Data may be entered,

accessed and processed only by persons authorized for such activities. Access to data that is manually entered and stored on paper is only available to persons authorized to access that data. All employees are responsible for respecting the principles of privacy protection. The user understands and agrees that the security integrity and privacy of his information cannot be 100% guaranteed. In addition to the above, we collect, analyze and process information about the products our visitors seek and buy, as well as the pages they visit. We use this information to improve the offer and appearance of our site and allow you to use it more easily, as well as make shopping safer and more comfortable. We undertake not to use the information collected for any other purpose. When entering payment card information, confidential information is transmitted through the public networks in encrypted form using SSL protocols and PKI systems, as currently state-of-the-art cryptographic technology. Payment data security is guaranteed by the payment card processor, Banca Intesa ad Belgrade, so the complete billing process is done on the bank's website. Not one payment card information is currently unavailable to our system.

TERMS AND CONDITIONS

Attention:

Please read the terms carefully before using this website. This will give you all the important information regarding the use of our website. By using our website, you acknowledge that you have read, understood and accepted these Terms of Use (hereinafter referred to as the "Terms").

Sleepysheepy.shop reserves the right to change the Terms at any time. We recommend that you visit this website from time to time to check whether the terms have changed since your last visit.

Use of the Website

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The Following is Not Permitted When Using Our Website:

- To prevent or inhibit any security related features on the website. This also applies to functions that restrict or prevent the use or plagiarizing of the content found on our website.
- To broadcast or post or communicate any rude, defamatory, threatening, pornographic, abusive, objectionable or socially unaccepted content or messages that also may give rise to racial hatred, be discriminatory or threatening, violate privacy or confidence, or cause inconvenience or harassment.
- Provide false personal information about your profile and information.
- Abuse and, in fraudulent nature, impersonate someone else when making purchases.
- Engage in lawful and illegal business activities.
- Modify, inhibit, intercept or hack the website to disable it or for any other motivation.
- Use special programs to download the content from our site.

If you violate any of these terms, we may prevent you from using our website permanently or temporarily. We may also take other actions such as; reporting you to the government authorities, sending warnings, filings complaints, and/or taking legal action. However, these actions are not limited to the foregoing.