

**General terms and conditions of the website and package orders**  
**www.avtopralnica.si**

**Terms of business**

**Terms and conditions**

The general terms and conditions of the website [www.avtopralnica.si](http://www.avtopralnica.si) are drawn up in accordance with the valid Consumer Protection Act (ZVPot-1).

**Company information:**

Long name: AMONTE, avtopralnica, vulkanizerstvo in avtomehانیčne storitve, d.o.o.

Short name: AMONTE doo

Address: Bravničarjeva ulica 11, 1000 Ljubljana

Registration number: 3979091000

SI tax number: 56012624

Taxpayer: YES

Entry in the court register: SRG. 2011/19940, date: 25 May 2011, Okrožno sodišče v Ljubljani

E-mail: [info@avtopralnica.si](mailto:info@avtopralnica.si)

Phone: 040 252 939

The website [Avtopralnica.si](http://www.avtopralnica.si) (<https://www.avtopralnica.si>) is managed by the company Amonte, avtopralnica, vulkanizerstvo in avtomehانیčne storitve, d.o.o, Bravničarjeva ulica 11, 1000 Ljubljana, SI tax number: 56012624, registered office: 3979091000, which is also provider of e-business services on the website [www.avtopralnica.si](http://www.avtopralnica.si).

By purchasing a monthly subscription package, the user becomes a customer.

The general terms and conditions of business primarily define the operation of the website, the rights and duties of the visitor, user and buyer, and the business relationship between the provider and the user as a buyer of the website's offer, and in particular the rights of the user as a buyer - consumer.

By using the website and ordering a monthly subscription package at [Avtopralnica.si](http://Avtopralnica.si), the user accepts and agrees to the general terms and conditions of business and the privacy policy and confirms that he is fully familiar with them.

**Availability of information**

The provider undertakes to always provide the customer with the following information:

- data on the identity of the provider (company, address, registration number and tax number);
- contact information that enables the user to communicate quickly and efficiently with the provider (email address, telephone);
- information about essential features - service packages from the website's offer;
- information about service availability from the website offer;
- method and conditions of service performance;
- information about the payment method;
- data on the time validity of the offer from the website;
- conditions for withdrawing from the order or purchase;

- information about the user complaint procedure and information about the provider's contact person for contacting users.

### **Offer and delivery times**

The range of services that you can subscribe to and use in Avtostop automatic car washes is published on the website [www.avtopralnica.si](http://www.avtopralnica.si), and is in the form of packages - these packages of monthly subscriptions:

#### **Package - BRONZE contains:**

- High-pressure pre-wash
- Washing with active foam
- Drying
- Erasing with tapes

#### **Package - DIAMOND contains:**

- High-pressure pre-wash
- Shampooing with XXL foam
- NANO ALPINE WAX
- PROTECT SHINE polishing
- BLASTER active shampoo
- Drying
- Wiping with brushes and tapes

#### **Package - PLATINUM contains:**

- High-pressure pre-wash
- Shampooing with XXL foam
- High-pressure washing of wheels and rims
- NANO ALPINE WAX
- PROTECT SHINE polishing
- BLASTER active shampoo
- Undercarriage washing
- Undercarriage impregnation
- Drying
- Wiping with brushes and tapes
- Tire coating

The monthly subscription purchased on the website [www.avtopralnica.si](http://www.avtopralnica.si) includes the possibility of a one-time daily vehicle wash at any Avtostop automatic car wash. This means that every buyer can wash his vehicle every day of the month, with the program included in the package (e.g. bronze program in an automatic car wash, if the buyer has leased a monthly subscription bronze package).

The offer is only valid for vehicles that are up to a maximum of 2.05 m high and that are at least 80 mm off the ground.

The offer does not apply to vehicles that have improperly attached vehicle parts or vehicle parts that do not belong to the vehicle's standard equipment (e.g. service case, spoiler, antenna, etc.), nor does the offer apply to vehicles with test license plates.

## **How to order and use Monthly Subscription Packages**

The customer can order a monthly car wash online by choosing any of the packages for individuals or any of the packages for legal entities. The company Amonte doo reserves the right to change the existing offer of monthly subscription packages.

After selecting the monthly subscription package, the customer clicks on the "Buy now" button to continue the order process and reaches the step where he enters his data in the fields marked for this:

- Name and surname
- E-mail address
- Your phone number
- Password
- The license plate number of the vehicle for which he wants to use Avtostop automatic car washes.
- Comment (This field is filled in by the customer as desired and is not mandatory for placing the order)

If the buyer is a legal entity, he must additionally enter the following in the fields marked for this:

- Company name
- Tax number
- Company address
- Postal code
- Post office

The customer cannot submit an order if he does not agree to the terms of use of the car wash. Express your agreement by ticking the box with the inscription "I agree to the terms of business"

## **The rule of using the service with one license plate number, violations and sanctions**

By placing an order for one license plate number, the customer can use the Avtostop automatic car wash service for one vehicle only. Any transfer of one license plate to several different vehicles is not allowed and is considered a misdemeanor.

In this case, the company Amonte doo reserves the right, immediately after the violation, to deprive the customer of the possibility of further use of the car wash without refund of the purchase price already paid - the monthly subscription of the selected package. The violator will also be prevented from using any automatic car wash Avtostop listed on the website [www.avtopralnica.si](http://www.avtopralnica.si). For this offence, the company Amonte doo can charge the user the cost of terminating the subscription contract in the amount of €200.

## **Service payment method**

The subscriber of the monthly subscription package must pay a subscription to use the service, or sign up for a monthly "subscription". When the user selects a monthly subscription package and fills in all required fields and selects "Complete purchase", the Avtopralnica.si website automatically

redirects him to the Stripe payment system (<https://stripe.com/en-si>), where he enters his bank card details and complete the payment. The customer's card details will be stored by Stripe.

By placing an order for a monthly subscription package, the customer declares and agrees that the subscription will be automatically renewed and billed for each subsequent period of one month until canceled by the customer. Cancellation of the subscription is possible at any time and can be done independently by the customer through the user interface on the website [www.avtopralnica.si](http://www.avtopralnica.si) in the section for managing the subscription profile.

### **Example of debiting the customer's bank card**

Upon entering into a subscription to the Monthly Subscription Package on any date within the current month (example: February 10, 2024), the customer undertakes to immediately pay the proportional part of the subscription for the remainder of the current month (until the end of February 2024 in the above case). For the subsequent period of the subscription (for the month of March 2024 in the above case), the company Amonte doo will automatically debit the subscriber's bank card via the Stripe payment system on the last day of the previous month (February 29, 2024 for the subscription for March 2024).

In order to start using Avtopralnica.si services, you will also have to pay a 10 EUR registration fee. The registration fee is paid only once, and with it the customer gains unlimited access to the online application - [www.avtopralnica.si](http://www.avtopralnica.si) and receives all additional campaigns and benefits prepared especially for subscribers of our services. The company Amonte doo reserves the right, for promotional or other purposes, to give the customer a free registration fee.

### **Method of using the service after placing the order**

The customer drives to one of the Avtostop automatic car wash locations listed on the website [www.avtopralnica.si](http://www.avtopralnica.si). At the location of the car wash, the camera automatically recognizes the license plate and activates the vehicle washing method that the customer subscribed to with the selected monthly subscription package. The customer can use the services during the working hours of Avtostop automatic car washes.

### **Orders or concluding a sales contract**

Each service order on the website [www.avtopralnica.si](http://www.avtopralnica.si) is considered a sales contract between the provider and the user and is concluded at the moment the provider receives payment for the service - the selected monthly subscription package.

The sales contract (electronic message about the successful first payment) is stored electronically on the seller's web server.

### **Offer prices on the Avtopralnica.si website**

All prices on the website [www.avtopralnica.si](http://www.avtopralnica.si) are stated in euros (EUR) and already include VAT and are valid only for the electronic order of services via the website Avtopralnica.si.

The prices published at the moment of placing the order on the Avtopralnica.si website are valid until they are changed, except in the case of time-limited promotions, where a certain price validity applies. Published prices apply separately to individuals and separately to legal entities. The service provider undertakes to notify subscribers in writing of any change in the prices of monthly subscription packages at least 30 days before the change takes effect.

In the event that the subscriber of the services, as published on [www.avtopralnica.si](http://www.avtopralnica.si), does not agree to the price change, he has the right to withdraw from the subscription contract within 30 days of receiving the notification of the price change without notice and without incurring costs. from termination of the subscription relationship. This right of withdrawal does not affect existing due and unpaid obligations of the client to the provider. Withdrawal from the subscription contract does not affect the rights and obligations arising from already due or contractually agreed obligations of the subscriber.

### **The buyer's right to withdraw from the contract**

The customer (exclusively applies to natural persons who acquire the service for purposes outside of their commercial activity) has the right to withdraw from this subscription agreement within 14 days without giving reasons. The withdrawal period expires 14 days from the date of conclusion of the subscription contract. In order to assert the right to withdraw, the buyer must inform the provider with an unequivocal statement of his decision to withdraw from this contract (e.g. by e-mail to the address: [info@avtopralnica.si](mailto:info@avtopralnica.si)). The provider then sends a confirmation of receipt of such withdrawal statement to the customer by e-mail.

In case of withdrawal from the contract, the provider shall refund all payments received to the buyer without undue delay and in any case no later than 14 days from the date of receipt of the notice of withdrawal from the contract. The provider performs such reimbursement in the same way as when the payment was received or by bank transfer, with which the buyer expressly agrees and undertakes to provide the provider with all necessary information for the transfer in a timely manner.

The ordering procedure for legal entities (companies, institutions, institutes, self-employed persons...) is identical to the procedure for natural persons, with the additional entry of information about the organization. In the order, the legal entity must enter the full name of the organization in the "company name" field and the tax number in the "ID no. for VAT", and at the same time accept the general terms and conditions of business.

In the event that the buyer, who is a legal entity, wants to issue an invoice in the name of the organization, it is considered that he accepts the terms of business for legal entities. The main difference compared to natural persons is that legal persons are not allowed to deviate from the contract without reason within 14 days after the conclusion of the contract.

Legal entities are only guaranteed the option of withdrawing from the contract or canceling the subscription in accordance with the provisions of the Code of Obligations, which refer to errors in the service or non-fulfillment of the terms of the contract.

### **Limitation of the possibility of re-ordering after withdrawal from the contract - service orders**

In the event that the buyer exercises his right to withdraw from the contract in accordance with the applicable conditions, the possibility of re-ordering the service by the buyer will be limited for a period of 6 (six) months from the date of official withdrawal from the contract.

This limitation is intended to prevent abuse of the right to withdraw from the contract and to ensure fair use of the services for all our customers. The company reserves the right to refuse orders from customers who withdraw from the contract and try to resubscribe to the service within a certain period of time. The aforementioned limitation does not affect the buyer's right to withdraw from the contract for a new order placed after the expiration of the limitation period. Any changes or exceptions to these terms are possible only at the discretion and approval of the company.

**The general conditions apply from 1.2. 2024 onwards.**