

TERMS AND CONDITIONS of Dirty Dogs

Revision 2.0, Last updated January 01, 2024

Hey there, esteemed explorer of our fantastical realm! Before you embark on your thrilling shopping journey, we'd like you to pause for a moment. Just as every mythical tale has its rules – from dragons guarding their hoards to mermaids singing on rocky shores – our magical e-shop has a set of guidelines too.

We've crafted our Terms and Conditions not to be the cumbersome scrolls of old but rather a clear map to ensure your adventure here is smooth, delightful, and free of any hitches.

By navigating our e-shop, you're saying, "Hey, I've got this! I understand the rules of the game."

So, grab a cozy spot, maybe a cup of your favorite brew, and take a little time to understand how things work around here. It'll be a breeze, and then you'll be free to dive headfirst into all the enchanting treasures we have to offer!

General Information About Dirty Dogs E-Shop

These Terms and Conditions apply for Dirty Dogs e-shop (available at <https://dirtydogs.eu>), which is operated by Valerie Běloglazová, Přepeřská 1698, 51101 Turnov, registration number 05561132.

This entity can be further referred to as ("we," "us," or "our").

User Registration and Account

At Dirty Dogs, we value both your privacy and simplicity. Hence, we've ditched the conventional paths. No need to create an account or remember another password; our realm operates on a per-order basis. This means we only keep your essential details for each transaction, ensuring a swift and secure journey every time you shop with us.

Just a gentle reminder, though: our e-shop treasures are designed for access and use only by those who have seen 18 springs or more. By browsing or placing an order, you're confirming that you're 18 years of age or above and are ready to explore the wonders we've crafted for you.

Orders, Pricing and Payments

Currency Matters. All the treasures in the Dirty Dogs realm are priced in € (euro). So, whether you're eyeing a whimsical wrym or a dashing dragon, the price you see is in euros!

Ordering Adventure. To embark on this magical journey, it's crucial to fill out all the required fields during the checkout process. By doing so, you're giving us the essential details to make your shopping experience seamless and enchanting. And fret not, your data's safety is our priority! Curious about how we handle your personal tidbits? Dive into our [Privacy Policy](#) to learn more.

Strange orders and imp tricks. Every now and then, we might come across orders that raise a tiny eyebrow or two. It's rare, but sometimes, for the safety and harmony of our realm, we may need to review, confirm, or even, on very few occasions, cancel an order. Maybe it's a mischievous imp playing tricks, or perhaps it's just an irregularity we need to address. Whatever the reason, trust that we always aim for the best outcome for both our kingdom and its esteemed guests. If ever your order is affected, we'll get in touch faster than a sprite on a starry night, ensuring you're kept in the loop. Your satisfaction and trust remain our top priority!

Shipping and Taxes. Different regions have different tales, and so, the applicable shipping costs and tax might vary. These will be calculated and added to your order during the checkout process. Rest assured, there'll be no hidden treasures or unexpected dragons here; transparency is key in our kingdom!

Payment Security. Your gold is safe with us! We've partnered with the trusted MyPOS payment gateway solution, ensuring that your payment is not only smooth but also secure. With this magic at our disposal, we never encounter any sensitive payment information.

Shipping Around the Globe 🌐

Where We Send Our Treasures. We believe that magic knows no boundaries, which is why we send our fantastical creations to almost every corner of the globe! Whether you dwell in the serene valleys of Europe or the bustling streets of Asia, our treasures are just a click away.

Pricing the Adventure. Shipping costs may vary, much like the tales from different lands. They're determined by your location and the size of the package that carries your chosen treasures. But worry not! We'll make sure everything is crystal clear during the checkout process, so there are no surprises along the way.

Tracking Your Magical Parcel. Every order embarks on its journey safely tucked inside a common international post package, equipped with tracking magic. This way, you can watch the progress of your precious cargo, anticipating its arrival at your doorstep.

A Few Exceptions. While we'd love to reach every mystical and mortal realm, there are a few places we currently can't ship to. We apologize for any inconvenience this may cause and encourage you to contact us if you have questions or need further clarifications.

Returns and Refunds ✨

Your Satisfaction is our Spell. At Dirty Dogs, we craft each product with passion, ensuring you receive treasures of the highest quality. If, for some arcane reason, you receive a product that doesn't meet your expectations due to our oversight, please let us know right away.

Before Using. If you discover an issue with your product upon receiving it and BEFORE using it, please reach out to us within 14 days of delivery. We'll work with you to address the concern, be it a replacement or a refund.

After Use. Due to the intimate nature of our products and for hygiene concerns, once a product has been used, it cannot be returned. However, if you experience a craftsmanship issue, please contact us. We value your feedback and strive to improve our magical creations continually.

Exceptions & Clarifications

- Return shipping costs are the responsibility of the customer unless the return is due to a mistake on our end.
- All returns must be in their original, unused condition and include any original packaging and/or documentation.
- Refunds will be processed using the same payment method used for the original purchase.

In the Spirit of Understanding. We understand that every situation can be unique. If you have concerns or questions about your product or our policy, please contact us. We're always here to help, and we're committed to ensuring your experience in our realm is nothing short of magical!

Limiting the Spells: Liability Limitation 🛡️

At Dirty Dogs, our treasures are crafted with utmost care, love, and a sprinkle of magic. However, even in a world filled with spells and potions, not everything goes as planned. If by some twist of fate, a hiccup occurs in our realm or during your shopping journey, our liability to you, dear explorer, is limited to the purchase price of the products you've bought. This limitation applies whether the alleged liability is based on contract, tort, negligence, strict liability, or any other basis. It's our way of saying, "We stand by our treasures, but we also have to guard the realm's coffers."

A Dance of Creation: Intellectual Property 🧙‍♂️

Our kingdom is filled with unique creations, each crafted with heart and imagination. From wyrms to dragons, every design you see on Dirty Dogs has been conjured from the depths of our creative cauldrons. While we may not have scrolls and seals of formal legal protection for every design, we cherish and stand by our originality. Replicating, copying, or using our unique designs without our express permission is not just a breach of trust but also a discourtesy to the artisans of our realm. If you're ever smitten by our designs and wish to collaborate or share, just send a raven (or, you know, an email) our way, and we'd be delighted to chat!

Privacy Policy

See our dedicated [Privacy Policy](#) document to learn more.

Governing Law

All interactions, transactions, and any disputes arising from your relationship with Dirty Dogs e-shop are governed by the laws of the Czech Republic. While our realm is filled with mythical wonders, when it comes to legal matters, we abide by the renowned and rigorous customer protection laws of the EU and, more specifically, the Czech Republic.

Dispute Resolution

At Dirty Dogs, our wish is for all tales to have happy endings. If ever a disagreement or concern arises, we fervently hope to resolve it in a consensual and constructive manner. Our customer bond is of utmost importance, and we believe that open communication can remedy most concerns. However, if you ever feel the need to escalate a matter beyond our shores, we want to ensure you have a platform to do so. Customers can seek resolution via the EU Online Dispute Resolution (ODR) portal. The portal serves as an avenue for consumers to submit disputes related to online purchases. Here's the magical gateway to the portal: [EU ODR portal](#).

Whimsical Edits & Updates

In our magical realm, change is the only constant. Just as stars realign and seasons change, our Terms & Conditions might undergo a little transformation now and then. We're always striving to make our kingdom even more wondrous and user-friendly. So, occasionally, we might sprinkle some fairy dust and revise these terms. Whenever we make significant changes, we promise to sound the trumpets and notify you. But it's also a good idea for you, our revered explorer, to occasionally glance at our T&C's revision number and date (found right at the top of this document) to ensure you're up to date with our latest magical guidelines.

Contact Information

If you have any questions or concerns, please do not hesitate to contact us at info@dirtydogs.eu.