

Shopping Terms & Conditions | Fragmenti Boka d.o.o. Tivat

1. General Information

These Shopping Terms & Conditions apply to all purchases made through the official Fragmenti webshop (www.fragmenti.me).

By placing an order, you confirm that you have read, understood, and accepted these terms.

2. Product Availability

All products are subject to availability. If an item is out of stock after your order is placed, we will notify you as soon as possible.

3. Prices

All prices are listed in EUR (€) and include VAT (where applicable).

Fragmenti reserves the right to change prices at any time without prior notice, but changes will not affect orders already accepted.

4. Orders

To place an order, select the desired items and proceed through checkout.

Once your order is placed, you will receive a confirmation email. This does not mean the order has been accepted — we reserve the right to decline an order for valid reasons.

5. Payment

We accept the following payment methods: Visa, Mastercard, and Maestro, Apple Pay, and local cash payment upon delivery.

All card payments must be completed before shipping.

6. Shipping & Delivery

We offer free delivery in Montenegro on orders over 100€.

International shipping is available, and costs are calculated after checkout based on package size and destination.

Delivery within Montenegro takes 3 – 7 business days. Balkan region: 7 – 15 business days. EU: 15 – 20 business days. International: On request.

7. Returns & Exchanges

If you are not satisfied with your purchase, you may return it within 14 days of delivery.

Returned items must be unused, unwashed, and in original packaging.

Personalised items and gift cards are non-returnable.

8. Refunds

Once your return is received and inspected, we will notify you of the approval or rejection of your refund.

If approved, your refund will be processed to your original method of payment within 5 – 10 business days.

9. Privacy

Your personal data is processed in accordance with our Privacy Policy, available on our website.

10. Contact

For any questions, please contact us at info@fragmenti.me or visit us at our store in Boka Place, Porto Montenegro.