

CONSUMER RIGHTS – WITHDRAWAL – CANCELLATION AND RETURN TERMS

GENERAL:

When you place an order electronically through the website you are using, you are deemed to have accepted the preliminary information form and the distance sales contract presented to you.

Buyers are subject to the provisions of the Consumer Protection Law No. 6502 and the Regulation on Distance Contracts (Official Gazette: 27.11.2014/29188), as well as other applicable laws, regarding the sale and delivery of the purchased product.

The shipping cost of the product will be paid by the buyers.

Each purchased product will be delivered to the buyer at the address they specify, within a maximum of 30 days, as required by law. If the product is not delivered within this period, the buyer may terminate the contract.

The purchased product must be delivered in full, in accordance with the specifications specified in the order, and with any accompanying documents such as a warranty certificate or user manual, if applicable.

If it becomes impossible to sell the purchased product, the seller must inform the buyer in writing within 3 days from the date of learning about this situation. The total amount must be refunded to the buyer within 14 days.

IF THE PURCHASED PRODUCT IS NOT PAID FOR:

If the buyer does not pay for the purchased product or cancels the payment in the bank records, the seller's obligation to deliver the product ends.

PURCHASES MADE WITH UNAUTHORIZED USE OF A CREDIT CARD:

If it is determined after the delivery of the product that the credit card used by the buyer was used by unauthorized persons, and the product price is not paid to the seller by the relevant bank or financial institution, the buyer must return the product to the seller within 3 days, with the shipping cost borne by the seller.

IF THE PRODUCT CANNOT BE DELIVERED ON TIME DUE TO UNFORESEEN REASONS:

If unforeseen circumstances occur that the seller cannot anticipate, and the product cannot be delivered on time, the buyer will be informed of the situation. The buyer may request the cancellation of the order, the replacement of the product with a similar one, or the postponement of the delivery until the obstacle is removed. If the buyer cancels the order; if the payment was made in cash, the payment will be refunded in cash within 14 days from the cancellation. If the buyer made the payment with a credit card and cancels, the product price will be refunded to the bank within 14 days from the cancellation, but it may take 2-3 weeks for the bank to transfer this amount to the buyer's account.

BUYER'S OBLIGATION TO INSPECT THE PRODUCT:

The buyer is required to inspect the goods/services subject to the contract before accepting them; goods/services that are damaged, broken, or have torn packaging, etc., should not be accepted from the courier. The goods/services will be considered undamaged and intact once received. The buyer is required to carefully preserve the goods/services after delivery. If the right of withdrawal is to be exercised, the goods/services should not be used. The invoice must also be returned with the product.

RIGHT OF WITHDRAWAL:

The buyer may exercise the right of withdrawal within 14 (fourteen) days from the date of delivery of the purchased product to themselves or to the person/entity at the specified address, by contacting the seller using the following contact information.

The buyer may exercise the right of withdrawal by rejecting the goods without providing any justification and without assuming any legal or penal liability, provided that they notify the seller.

SELLER'S CONTACT INFORMATION FOR WITHDRAWAL NOTIFICATIONS:

COMPANY: Gökyer Turizm Tic. Ltd. Şti.

NAME/TITLE:

ADDRESS: Merkez Mah. Erenler Cad. No:1/1 Çekmeköy - ISTANBUL (Across from Shell gas station)

EMAIL: info@entacars.com

PHONE: 0 (216) 639 09 12

FAX:

WITHDRAWAL PERIOD:

If the purchased product is a service, the 14-day period begins from the date of the contract. The right of withdrawal cannot be exercised in service contracts where the service has started with the consumer's consent before the end of the withdrawal period.

The costs incurred from exercising the right of withdrawal shall be borne by the seller.

To exercise the right of withdrawal, the buyer must notify the seller in writing via registered mail with return receipt, fax, or email within 14 days, and the product must be unused in accordance with the terms outlined in the "Products Where the Right of Withdrawal Cannot Be Used" section of this contract.

EXERCISING THE RIGHT OF WITHDRAWAL:

The invoice for the product delivered to a third party or the buyer must be returned. (If the invoice for the product to be returned was issued to a corporate entity, the return must be accompanied by the return invoice issued by the corporation. Returns of orders invoiced to corporate entities cannot be completed without a RETURN INVOICE.)

The return form, the product's box, packaging, and any standard accessories must be returned complete and undamaged.

RETURN CONDITIONS:

The seller is obligated to refund the total amount and return any documents that put the buyer in debt within 10 days from the date the withdrawal notice reaches them and to accept the return of the product within 20 days.

If the product's value decreases or the return becomes impossible due to the buyer's fault, the buyer is responsible for compensating the seller's damages in proportion to their fault. However, the buyer is not liable for changes and deteriorations in the product or goods resulting from proper use during the withdrawal period.

If exercising the right of withdrawal causes the total amount to fall below the campaign limit set by the seller, the discount enjoyed under the campaign will be canceled.

PRODUCTS WHERE THE RIGHT OF WITHDRAWAL CANNOT BE EXERCISED:

Products prepared according to the buyer's wishes or clearly tailored to personal needs, items that are not suitable for return, such as lower parts of underwear, swimwear, bikini bottoms, cosmetics, single-use products, goods at risk of rapid deterioration or expiration, and products whose packaging has been opened after delivery, making them non-returnable due to health and hygiene concerns.

1. **Products that are unsuitable for return due to health and hygiene concerns, such as those that have been mixed with other products after delivery and cannot be separated by their nature; goods such as newspapers and magazines, except those provided under a subscription agreement; services rendered immediately in electronic form or intangible goods delivered to the consumer instantly; and audio or video recordings, books, digital content, software programs, data recording and storage devices, and computer consumables, if their packaging has been opened by the buyer, cannot be returned under the Regulation. Additionally, the right of withdrawal for services that began with the consumer's approval before the withdrawal period ended is also not possible under the Regulation.**
2. **Cosmetics and personal care products, underwear, swimwear, bikinis, books, copyable software and programs, DVDs, VCDs, CDs, and cassettes, as well as stationery supplies (toner, cartridges, ribbons, etc.), must have their packaging unopened, untested, undamaged, and unused for a return to be accepted.**

3. DEFAULT AND LEGAL CONSEQUENCES

4. If the buyer falls into default when making payments by credit card, they agree, declare, and undertake to pay interest under the credit card agreement between them and the cardholder's bank and to be responsible to the bank. In this case, the relevant bank may take legal action, and the buyer will be liable for the costs and attorney fees that arise. Under any circumstances, if the buyer falls into default due to their debt, they agree to compensate the seller for any losses or damages incurred due to the delayed performance of the debt.

5. PAYMENT AND DELIVERY

6. You can make payments via bank transfer or EFT (Electronic Funds Transfer) to any of our accounts at YAPI KREDİ BANK – GÖKYER TURİZM TİC. LTD. ŞTİ. 397-Kısıklı Caddesi, Account No: 44473349, IBAN: TR64 0006 7010 0000 0044 4733 49.
7. Through our website, you can use your credit cards for any online single payment or installment options. Your payment will be processed from your credit card at the end of your order when making online payments.
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