



## **CANCELLATION AND RETURN CONDITIONS**

### **A- RIGHTS - REVOCATION - CANCELLATION, RETURN CONDITIONS**

#### **IN GENERAL;**

1. If you start your purchase electronically through the website you are using, <https://liuresorts.book-onlinenow.net/index.aspx?Page=1>, you are deemed to have accepted the Distance Selling Agreement, the Secure Payment System Terms and Conditions, the Confidentiality Agreement, the Cancellation and Returns Policy, the Personal Data Protection Policy and the Cookie Policy, as well as the provisions of the Clarification Text.
2. Users are subject to the provisions of Law No. 6502 on Consumer Protection, the Package Travel Contracts Regulation (OG: 14.01.2015/29236) and the Distance Selling Contracts Regulation (OG: 27.11.2014/29188) in relation to the sale and delivery of the purchased product or service, as well as other laws and international agreements that are binding on Turkey under the applicable national and international agreements.
3. No charges or fees are paid for the shipment or transfer of the product or service. The product or service will be made available electronically to the user.
4. Any product or service purchased will be immediately made available electronically to the purchaser. If a product or service cannot be made available within 3 days of purchase by the user, the fee will be refunded to the user.
5. The purchased product or service must be presented as published or announced on the <https://liuresorts.book-onlinenow.net/index.aspx?Page=1> website.
6. Should it be legally or factually impossible to sell the purchased product or service, the seller is obliged to inform the buyer in writing within 3 days of becoming aware of this situation. In this case, the price of the product or service will be refunded to the user within 14 days.

### **B- IF THE PURCHASED PRODUCT IS NOT PAID FOR:**

7. If the user does not pay the price for the purchased product or service or cancels the payment in the bank records, the obligation of the seller who is the service provider to provide the product or service expires.

### **C- PURCHASES MADE WITH AN UNAUTHORISED CREDIT CARD:**

If, after the product or service has been provided to the User, it is found that the credit card used by the User has been misused by unauthorised persons, or if the price of the product or service sold is not paid by the relevant bank or financial institution to the seller who is the provider of the product or service, the seller who is the provider of the product or service has the right to block access to the products or services purchased by the User and to terminate the use of the product or service.

### **D- WENN DAS PRODUKT AUS UNVORHERGESEHENEN GRÜNDEN NICHT RECHTZEITIG GELIEFERT WERDEN KANN:**

9. In the event of force majeure beyond the control of the seller, who is in the position of a service provider, and if the product or service cannot be made available to the user, the user will be

informed of this situation. The user may request the cancellation of the request for provision of the product or service, the replacement of the product or service with a similar product or service, or the postponement of the right to use the product or service until the obstacle has been removed. If the user cancels the request for the product or service offered to him, the payment made to the buyer will be returned to the user or, in the case of payment by bank credit card, to the bank where the payment was made, within 14 days of the cancellation. The seller offering the product or service is not responsible for any delays that may occur before the money is returned to the bank.

**E- OBLIGATION OF THE BUYER TO INSPECT THE PRODUCT:**

10. The user has no right to try out and test the contractual products and services. If the right of withdrawal is to be exercised, the goods or services may not be used. In cases where the fee is refunded, the issued invoice will be returned to the seller or cancelled.

**F- RIGHT OF WITHDRAWAL:**

11. If the User exercises his/her right of withdrawal, the product or service may not be used. If the User has paid a fee in this case, this fee will be refunded to the User within 14 days. If costs are incurred as a result of exercising the right of withdrawal, these shall be borne by the seller providing the service. Before the expiry of the right of withdrawal, the right of withdrawal cannot be exercised in the case of service contracts where the performance of the service has begun with the consent of the user.

**G- CONTACT INFORMATION OF THE SELLER TO NOTIFY THE RIGHT OF WITHDRAWAL:**

INFORMATION ON THE SUPPLIER OF PRODUCTS OR SERVICES

NAME/TITLE : RR TURİZM YATIRIMLARI ANONİM ŞİRKETİ.

ADDRESS : MURATPAŞA MAH. TONGUÇ CAD. ÖZ APT. NO:80C

MURATPAŞA-ANTALYA

CENTRAL REGISTRATION NUMBER : 0735159767700001

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