

## Payment / Delivery Information / PAZ260104

### Payment

On <http://onlinesatis.elektral.com.tr/>, customers who do not wish to use their credit card information online are offered the option to place orders by **cash transfer (bank transfer)**. In payments by bank transfer, the Buyer may choose the most suitable bank and make the transfer. If an **EFT** is made, the date on which the amount is credited to the account shall be taken into consideration. When making a bank transfer and/or EFT, it is required that the **“Sender Information”** matches the **Invoice Information** and that the **order number** is stated.

If, after delivery of the product, the Buyer’s credit card is used by unauthorized persons in an unfair or unlawful manner **without any fault of the Buyer**, and the relevant bank or financial institution does not pay the product price to the Seller, the Buyer is obliged to send the product delivered to the Buyer back to the Seller within **10 days**. In such cases, shipping costs belong to the Buyer.

If the Buyer prefers to pay by credit card, the Buyer accepts, declares and undertakes that it will separately confirm from its bank the relevant interest rates and default interest information, and that, pursuant to the applicable legislation, the provisions regarding interest and default interest shall be applied within the scope of the **“Credit Card Agreement”** between the Bank and the Buyer.

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### Shipment / Delivery Procedure

**Shipment:** Upon sending the order confirmation e-mail, the product(s) are delivered to the cargo company contracted by the Seller.

**Delivery:** The product(s) shall be delivered to the Buyer’s address via the cargo company contracted by the Seller. The delivery period is **30 days** as of the sending of the order confirmation e-mail and the conclusion of the contract. Provided that the Buyer is notified in advance in writing or via a durable medium, this period may be extended by a maximum of **ten (10) days**.

Products are sent with **telephone notice** to regions where cargo companies do not provide door-to-door delivery. In regions where the cargo company delivers once a week, in cases of errors or deficiencies in shipping information, and in circumstances such as certain social events and natural disasters, delays may occur beyond the specified period. Due to such delays, the Buyer may not impose any liability on the Seller.

If the product is to be delivered to a person/entity other than the Buyer, the Seller shall not be responsible for additional shipping costs that may arise due to the recipient’s refusal to accept delivery, errors in shipping information, and/or the Buyer’s absence.

If the product(s) do not reach the customer within the specified period, delivery problems must be immediately reported to customer services by using the e-mail address [elektral@elektral.com.tr](mailto:elektral@elektral.com.tr).

**In case of a damaged package:** Damaged packages must not be accepted and a report (minutes) must be drawn up by the cargo company officer. If the cargo company officer is of the opinion that the package is not damaged, the Buyer has the right to have the package opened on the spot, to check that the products are delivered undamaged, and to request that the situation be recorded again with a report. After the package is received by the Buyer, it shall be deemed that the cargo company has fully performed its duty. If the package is not accepted and a report is drawn up, the situation must be reported to the Seller's Customer Services as soon as possible together with the copy of the report retained by the Buyer.

If the Buyer is a merchant natural or legal person and/or the invoice for the product subject to the Agreement is issued in the name of a merchant Buyer, the Buyer cannot benefit from consumer rights and from the provisions of the Law on the Protection of Consumers and other relevant legislation that grant rights and facilities specifically to consumers.

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