**Payment Methods**

On the Belodore webshop, the following payment methods are enabled:

- cash

- payment/electronic banking

- credit or debit card

**Delivery information**

Where do we deliver?

We deliver our goods throughout the Republic of Serbia.

**Home delivery**

The selected products will be delivered to you following the delivery option you selected during the order process. After completing the order, confirmation of the purchase will be sent to your email address, containing the shipment number and a link to track the status of the shipment.

Packages will be delivered to your home address via the City Express delivery service. Delivery times, which are listed on our site, are for information only. Due to unforeseen circumstances, there may be a delay in the delivery of the package, so please be patient and patient until the ordered products arrive at your home address.

**Order tracking**

When your order is shipped, you will receive a notification to your email address or mobile phone number. Please provide accurate information when ordering. If you order through the website, after we send the package you will receive an email with a link and the number of your shipment so that you can follow its status at any time and expect it at your home address.

**Delivery terms**

We pack the goods within 24 hours of processing the order and send it on the first following working day by delivery service, at the expense of the Buyer, in accordance with the delivery service tariffs with a clearly defined transport cost when ordering and a specially defined cost in the purchase order and invoices.

Postage costs are RSD 350 for regular delivery by courier service.

Free postage is provided for all orders over RSD 3,000.

Also, if you have ordered several products and they are packed in several boxes, postage is paid for only one package.

For cash-on-delivery shipments, you are obliged to pay the courier only the amount specified on the paper you sign when you pick up your package.

**Delivery time**

When ordering products in the "Comment" field, you can specify the time at which you want the package to be delivered to you, and couriers will be left with your note. Depending on the situation in the field of the delivery service, the stated time may or may not be respected. Also, we are not responsible in case the courier does not contact you during delivery, because it depends exclusively on the courier.

Delivery of the order is within two to five working days from the moment of ordering. Delivery is made by the courier service City Express on weekdays from 8 am to 4 pm. For all orders created on Fridays and weekends, you can expect delivery within 5 days.

The courier will try to deliver each shipment twice. In case you are not at the address you left when ordering the second time, the shipment is returned to us. The Seller may sell the products from that shipment to third parties because at that moment, the sale is considered terminated.

**Complaints about the delivery of the delivery service**

Packages were sent by delivery service City Express.

Dear customers, please inspect the package carefully in front of the courier immediately upon delivery. When picking up the package, please visually check the package in the presence of the courier. If there is visible damage to the package (torn parts, crushing, etc.), you are obliged to request that the package be opened in the presence of a courier. If it is established on that occasion that the items are damaged, the delivery service officer makes a Record of the complaint. After submitting the Report on the complaint, our support service will contact you and agree with you on how to resolve the complaint.

If you receive a damaged product or notice another failure of the delivery service City Express, contact City Express on the phone number: 011/3093-000 or on the toll-free telephone number that is valid only for calls from landlines: 0800-3093-000.

Feel free to contact us to find the best solution. Damage must be reported within 24 hours, otherwise, your complaint will not be accepted.

If you notice any other omission by the delivery service or want to send us a suggestion, complaint, or compliment, you can contact us at podrska@belodore.rs so we can help you solve the problem.

We hope you enjoy your order!