**Payment policy. Payment by credit card online**

Our site is connected to Internet acquiring, and you can pay for your order with a Visa or Mastercard bank card directly on the site. After confirming the selected order, a secure window will open with the payment page of the Robokassa payment service, where you need to enter your bank card details and email address for a receipt or fiscal check. We use 3D Secure protocol for payment confirmation. If your Bank supports this protocol, you will be redirected to the bank's server for additional identification using an SMS code. **For information on the rules and methods of additional identification, please contact the Bank that issued your bank card.**

In the fields on the payment page, you need to enter the card number, email address, card expiration date, a three-digit security code (CVV2 for VISA or CVC2 for MasterCard). All the necessary data is displayed on the surface of the bank card.

CVV2/CVC2 is a three-digit security code found on the back of the card.

Further, in the same window, the page of your issuing bank will open for entering a 3-D Secure code. If you do not have static 3-D Secure configured, it will be sent to your phone number via SMS. If the 3-D Secure code did not come to you, then you should contact your issuing bank.

3-D Secure is the most modern technology for ensuring the security of card payments on the Internet. Allows you to unambiguously identify the authenticity of the cardholder performing the transaction, and to minimize the risk of fraudulent card transactions.

**Cases of refusal to make a payment:**

In case your payment did not go through or the operation was canceled, check:

Have the details been entered correctly? Pay attention to the expiration date of your card and number;

Are there enough funds on your card? You can find out more about the availability of funds on a payment card by contacting the bank that issued the bank card;

Is it possible to make payments online? You can find out more about the possibilities of your card card by contacting the issuing bank;

Do you have enough daily limit for payments on the Internet? You can learn more about the limits of your card card by contacting the issuing bank.

For questions about a failed payment, please contact the support service of the issuing bank that issued your bank card, or the support service of the site on which the payment was made.

**Security Guarantees**

The Robokassa payment service protects and processes your bank card data according to the PCI DSS security standard. Information is transferred to the payment gateway using SSL encryption technology. Further information is transmitted through closed banking networks with the highest level of reliability. Robokassa does not transfer your card details to the online store or third parties. For additional authentication of the cardholder, the 3D Secure protocol is used.

If you have any questions about a completed payment, you can contact customer support by e-mail **Info@daggerrknives.com**

**Online payment security**

The personal information you provide (e-mail, bank card number) is confidential and is not subject to disclosure. Your bank card details are transmitted only in encrypted form and are not stored on our server.

The security of online payment processing is guaranteed by the Robokassa payment service. All transactions with payment cards take place in accordance with the requirements of VISA International, MasterCard Worldwide and other payment systems. When transferring information, special security technologies for online card payments are used, data processing is carried out on a secure high-tech server of the payment service.

**Paying with payment cards is safe because:**

• The authorization system guarantees the buyer that the payment details of his payment card (number, expiration date, CVV2/CVC2) will not fall into the hands of fraudsters, since this data is not stored on the server in encrypted form and cannot be stolen.

• The buyer enters his payment details directly in the Robokassa authorization system, and not on the website of the online store, therefore, the payment details of the buyer's card will not be available to third parties.

**PUBLIC AGREEMENT-OFFER**

**Internet shop Daggerr International**

This agreement between the online store **“Daggerr International”,** hereinafter referred to as the “Online Store”, and the user of the services of the online store, hereinafter referred to as the “Buyer”, determines the conditions for purchasing goods through the website of the online store <https://www.daggerrknives.com/>

**1. GENERAL PROVISIONS**

1.1. Daggerr International LLP (Daggerr International) publishes this sale and purchase agreement, which is a public contract - an offer (proposal) to individuals and legal entities in accordance with Art. 447 of the Civil Code of the Republic of Kazakhstan (hereinafter referred to as the Civil Code of the Republic of Kazakhstan).

1.2. This public offer (hereinafter referred to as the "Offer") determines all the essential terms of the contract **between Daggerr International LLP (Daggerr International)** and the person who accepted the Offer.

1.3. This agreement is concluded between the Buyer and the online store at the time of placing the order.

1.4. The offer can be accepted by any individual or legal entity on the territory of the Republic of Kazakhstan who intends to purchase goods and / or services sold / provided by **Daggerr International LLP (Daggerr International)** through the online store located on the website <https://www.daggerrknives.com>

1.5. The buyer unconditionally accepts all the conditions contained in the offer as a whole (i.e. in full and without exceptions).

1.6. In case of acceptance of the terms of this agreement (i.e., the public offer of the online store), the individual or legal entity that accepts the offer becomes the Buyer.

1.7. Acceptance is the receipt by the Seller of a message about the intention of an individual or legal entity to purchase the goods on the terms proposed by the Seller.

1.8. The offer, all annexes to it, as well as all additional information about the goods / services of **Daggerr International LLP (Daggerr International),** is published on the website <https://www.daggerrknives.com>

**2. STATUS ONLINE STORE**

2.1. The Daggerr International online store is the property **of Daggerr International LLP (Daggerr International)** and is designed to organize a remote method of selling goods via the Internet.

2.2. Online store transactions are governed by the sale and purchase agreement (see below) on the terms of a public offer posted at <https://www.daggerrknives.com> . By accepting the offer (i.e. paying for the order placed in the online store), the Buyer receives ownership of the goods under the terms of the Sales Agreement.

2.3. The online store is not responsible for the content and accuracy of the information provided by the Buyer when placing an order.

**3. BUYER STATUS**

3.1. The buyer is responsible for the accuracy of the information provided when placing an order, and its purity from claims of third parties.

3.2. The Buyer confirms his agreement with the conditions established by this Agreement by putting a mark in the column "I have read the terms of the Agreement in full, I understand all the terms of the Agreement, I agree with all the terms of the Agreement" when placing an order.

3.3. The information provided by the Buyer is confidential. The buyer, by providing his personal data, registering on the site or filling out an application, gives his consent to the processing of his personal data in order to fulfill the user agreement. The online store uses information about the Buyer solely for the purpose of operating the online store (sending a notice to the Buyer about the completion of the order, etc.) and in the cases specified in this Offer Agreement.

3.4. The Goods are purchased by the Buyer solely for personal, family, household needs not related to business activities. Using the resource of the online store to view and select goods, as well as to place an order, is free of charge for the Buyer.

**4. SUBJECT OF THE OFFER**

4.1. The Seller, on the basis of the Buyer's orders, sells the goods to the Buyer in accordance with the conditions and at the prices set by the Seller in the offer and its appendices.

4.2. Delivery of goods ordered and paid by the Buyer is carried out by the Seller or the Carrier. The Buyer has the right to pick up the goods from the Seller's warehouse independently (self-pickup). When placing an order, the buyer is given the right to choose the method of delivery.

4.3. The relations between the Buyer and the Seller are subject to the provisions of the Civil Code of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan dated 04.05.2010 N 274-IV "On Protection of Consumer Rights", as well as other regulatory legal acts adopted in accordance with them.

4.4. An individual or legal entity is considered to have accepted all the terms of the offer (offer acceptance) and its annexes in full and without exception from the moment the Seller receives a message about the Buyer's intention to purchase the goods on the terms proposed by the Seller. In case of acceptance of the offer, an individual or legal entity is considered to have concluded a contract for the sale of the ordered goods with the Seller and acquires the status of the Buyer.

**5. PROCEDURE FOR CONCLUDING THE AGREEMENT OF PURCHASE AND SALE**

5.1. The buyer can place an order independently on the website of the online store, or through the manager at the phones indicated on the website, on the terms of the Purchase and Sale Agreement (public offer of the online store).

5.2. When placing an order in the online store, the Buyer is obliged to provide information about himself:

* FULL NAME. (for individuals) or full name, TIN (for legal entities) of the Buyer of the Goods;
* the address of delivery of the Goods;
* contact phone number and e-mail of the Buyer of the Goods.

5.3. The will of the Buyer is carried out by entering the last relevant data into the order form in the online store or by submitting an application through the manager of the online store or by e-mail (e-mail).

5.4. The online store does not edit information about the Buyer.

5.5. To obtain a paper copy of the Purchase and Sale Agreement, the Buyer sends an application by e-mail or phone number indicated on the site.

**6. PRODUCT INFORMATION**

6.1. The product is presented on the site through graphic images-samples, which are the property of the online store.

6.2. Each graphic image-sample is accompanied by textual information: name, size range (if necessary), price and description of the goods.

6.3. All information materials presented in the online store are for reference only and cannot fully convey information about the properties and characteristics of the product, including colors, sizes and shapes. If the Buyer has any questions regarding the properties and characteristics of the goods, the Buyer must contact the Seller by phone numbers listed on the website before placing an order.

6.4. At the request of the Buyer, the manager of the online store is obliged to provide (by phone or by e-mail) other information necessary and sufficient, from the point of view of the Buyer, for him to make a decision to purchase the goods.

6.5. The buyer is notified that by purchasing goods at a discount established in connection with its shortcomings (defects), he loses the right to refer to them in the future.

6.6. The Buyer is notified by the Seller that the goods indicated in the invoice as separate items are in any case not a set.

**7. PROCEDURE FOR PURCHASING GOODS**

7.1. The buyer has the right to place an order for any product presented in the online store. Each item can be ordered in any quantity. Exceptions to this rule are indicated in the description of each product in case of promotions, withdrawal of goods from sale, etc.

7.2. The order can be placed by the Buyer by the phone numbers indicated on the site, or placed independently on the site.

7.3. After placing the order, the Seller confirms the Buyer's order by sending to the Buyer's e-mail information confirming the acceptance of the order, indicating the name, size, price of the selected product and the total amount of the order, or the online store manager contacts the Buyer by phone.

7.4. In the absence of goods in stock, the manager of the online store is obliged to inform the Buyer about this (by phone or by e-mail).

7.5. The buyer has the right to make a preliminary order for goods temporarily out of stock.

7.6. In the absence of goods, the Buyer has the right to replace it with another product or cancel the order.

7.7. The delivery time of the goods is no more than 30 days and begins to be calculated on the next day after the Seller receives a message about the Buyer's intention to purchase the goods on the terms proposed by the Seller.

**8. PRICE OF GOODS**

8.1. The price of goods in the online store is indicated in tenge (as well as in US dollars) per unit of goods.

8.2. The price of the goods indicated on the site can be changed by the online store unilaterally, while the price of the goods ordered and paid by the Buyer is not subject to change.

8.3. The total cost of the order consists of the catalog cost of the goods, the cost of delivery and the cost of lifting to the floor.

8.4. The cost of services provided to the Buyer by the Seller when purchasing goods in the online store is indicated in the "Payment and Delivery" section.

**9. PAYMENT FOR GOODS**

9.1. Methods and procedure for payment for goods are indicated on the website in the section "Payment and Delivery". If necessary, the procedure and terms of payment for the ordered goods are negotiated by the Buyer with the manager of the online store.

9.2. In case of cash payment, the Buyer is obliged to pay the Seller the price of the goods at the time of its transfer by transferring money to the representative of the online store who will deliver the goods.

9.3. Payment by bank transfer is made according to the issued invoice within three banking days. After the receipt of funds to the Seller's account, the manager of the online store agrees with the Buyer on the delivery time. In case of non-cash form of payment, the Buyer's obligation to pay the price of the goods is considered fulfilled from the moment the relevant funds are credited to the settlement account specified by the Seller.

9.4. The buyer pays for the order in any way selected in the online store.

9.5. The settlements of the Parties when paying for the order are carried out in tenge.

**10. DELIVERY OF GOODS**

10.1. Methods, order and terms of delivery of goods are indicated on the website in the section "Payment and Delivery". The order and terms of delivery of the ordered goods are negotiated by the Buyer with the manager of the online store.

10.2. Pickup of goods:

10.2.1. The Seller, having received a notice of the placed order, confirms its receipt by phone or by e-mail of the Buyer and agrees with him the date of self-delivery of the goods.

10.2.2. The Buyer pays (in cash) and receives the order at the location of the Seller's warehouse. Addresses, contacts and working hours of warehouses are indicated on the Seller's website in the "Contacts" section). In case of a non-cash form of payment, the Seller additionally by phone or by e-mail of the Buyer confirms the fact that the payment for the order has been credited to the Seller's settlement account and only after that agrees with the Buyer on the date of pickup of the goods.

10.2.3. Ownership and the risk of accidental loss, loss or damage to the goods shall pass to the Buyer from the moment the goods are transferred to the Buyer or his Representative.

10.3. Delivery of goods by the Seller:

10.3.1. The transfer of ownership and the risk of accidental death, loss or damage to the goods passes to the Buyer from the moment the goods are transferred to the Buyer or the Representative at the place of execution of the contract from the moment the Parties sign the act of acceptance of the goods (waybill.)

10.3.2. Upon delivery, the goods are handed over to the Buyer or Representative.

10.4. Delivery of goods by carrier:

10.4.1. The right of ownership and the risk and risk of accidental loss, loss or damage to the goods passes from the Seller to the Buyer or the Carrier (in accordance with the agreement concluded between the Buyer and the Carrier) from the moment the goods are transferred to the Carrier at the place of execution of the contract upon signing by the Parties of the act of acceptance of the goods (waybill and /or bill of lading and/or bill of lading).

10.4.2. The obligation to transfer the goods to the Buyer, including clause 10.4.1., is considered fulfilled from the moment the goods are transferred to the Carrier.

10.4.3. The cost of delivery of goods within each order is calculated based on the weight and volume of all ordered goods, the delivery address of the order, the carrier's rates and is paid by the Buyer independently.

10.5. The buyer is obliged to accept the goods in quantity and assortment at the time of its acceptance.

10.6. Upon receipt of the goods, the Buyer must, in the presence of the representative of the Seller (carrier), check its compliance with the consignment note, make sure by the name of the goods in the quantity, quality, completeness of the goods.

10.7. When accepting the goods, the Buyer or the Representative confirms with his signature on the consignment note that he has no claims to the appearance and completeness of the goods.

**11. GOODS WARRANTY**

11.1. The warranty period for the goods is 6 (six) months from the date of transfer of the goods to the Buyer or his Representative, unless otherwise provided by an additional agreement. The warranty does not apply to products that are not used for their intended purpose or in violation of the rules and regulations of operation established for this type of product, as well as those defined by this agreement.

**12. RETURN OF GOODS**

12.1. The buyer has the right to refuse the goods at any time before its transfer, and after the transfer of the goods - within 14 days, in the manner and on the conditions provided for by the Law of the Republic of Kazakhstan "On Protection of Consumer Rights of the Republic of Kazakhstan".

12.2. Return of goods of proper quality is possible if its presentation (packaging), consumer properties, as well as a document confirming the fact and conditions of purchase of the specified goods are preserved.

12.3. The Buyer is not entitled to refuse goods of good quality, having individually defined properties, if the specified goods can be used exclusively by the Buyer acquiring it (including non-standard (at the Buyer's request) sizes, etc.). Confirmation that the item has individually defined properties is the difference between the content and dimensions of the goods and the content and dimensions indicated in the online store.

12.4. Return of goods, in cases provided for by law and this Agreement, is made to the addresses indicated on the website in the "Contacts" section.

12.5. If the Buyer refuses the goods of good quality, the Seller returns to him the amount paid in accordance with the contract, with the exception of the Seller's expenses for the delivery of the returned goods from the Buyer, no later than 15 days from the date the Buyer submits the relevant demand.

12.6. If the return of the amount is not carried out simultaneously with the return of the goods, the return of the specified amount is carried out by the Seller in cash at the location of the Seller, or by transferring to the Buyer's bank account from which the payment for the goods was made or another account reported by the Buyer.

12.7. The method of return of funds specified in this paragraph can be used by the Seller in other cases of return of funds provided for by this agreement and the legislation of the Republic of Kazakhstan.

**13. RESPONSIBILITIES OF THE PARTIES**

13.1. The parties are responsible in accordance with the legislation of the Republic of Kazakhstan.

13.2. The Seller is not liable for damage caused to the Buyer due to improper use of the goods ordered in the online store.

13.3. The parties are released from liability for non-fulfillment or improper fulfillment of obligations under the contract for the duration of force majeure.

**14. MISCELLANEOUS**

14.1. The relationship between the Buyer and the Seller is subject to the laws of the Republic of Kazakhstan.

14.2. If necessary, the Seller and the Buyer have the right to draw up a contract for the sale of goods at any time in the form of a written bilateral agreement that does not contradict the provisions of this offer.

14.3. In case of questions and claims from the Buyer, he must contact the sales department of **Daggerr International LLP (Daggerr International)** by phone: +7 776 562 41 55 or by e-mail: info@daggerrknives.com

14.4. This agreement comes into force from the date of acceptance by the Buyer of this offer and is valid until the full fulfillment of obligations by the Parties.

14.5. All disputes and disagreements arising from the fulfillment by the Parties of their obligations under this Agreement shall be resolved through negotiations. If it is impossible to eliminate them, the Parties have the right to apply for judicial protection of their interests.

14.6. The online store reserves the right to expand and reduce the product offer on the site, regulate access to the purchase of any goods, and also suspend or stop the sale of any goods at its sole discretion.

**15. ADDRESS AND DETAILS OF THE SELLER**

Name: **Daggerr International LLP (Daggerr International)**

Legal address: 050000, Republic of Kazakhstan, Almaty, st. Tole bi, house 69 office 38/2

BIN: 220340021810

account in tenge: KZ02601A861003463831

in the bank: JSC "Halyk Bank of Kazakhstan"

BIC: HSBKKZKX