



Terms & Conditions

Payment Options

Credit Cards (VISA, Maestro or MasterCard that support online payments)

Card payment is realized in cooperation with AllSecure doo and Hipotekarna Banka AD Podgorica and is done in a secure and certified way through AllSecure Payment Gateway, by simply entering payment information cards.

AllSecure Payment Gateway uses the highest global standards for data protection and privacy with all requirements of card organizations to increase the security level of merchants and customers – 3D Secure Protection for All Merchants and Customers and PCI DSS Standards.

PCI DSS Standards

AllSecure Payment Gateway is constantly complying with all the requirements of card organizations in order to increase the level of security of merchants and customers. From 2005 until today, without interruption, the system has been certified as PCI-DSS Level 1, which is the highest standard in the industry. The PCI Data Security Standard (PCI-DSS) is a standard that defines the necessary security measures when processing, storing and transmitting sensitive card data. PCI Standards protect sensitive cardholder data during the entire payment process: from the moment of entering data at the merchant's point of sale, during communications between the merchant and relevant banks and card organizations, as well as the subsequent storage of this data.

Registration of payment methods

When customer card data, at his request or by decision of the merchant, is TOKENIZED, (stored in a certified manner for later use), this data is stored on AllSecure PCI-DSS level 1 certified servers. Thus tokenized card data is transmitted in a completely secure and certified manner. At no time does the merchant have access to card number data and other sensitive data, but he receives a reference number (token) which only he can use in accordance with the conditions agreed with the customer. The customer has the option of deregistering a previously registered card, as well as changing the details of a previously tokenized card.

Check with the bank that your card supports online payments.

Refunds

In the case of a refund to a customer who has previously paid with a credit card will be refunded exclusively through the same VISA, Maestro, or MasterCard card, used for the payment. This means that at our request our bank will make a refund to the cardholder's account.

Payment conversion statement

Please note that all payments will be effected in Euro (EUR). If the payment is done using foreign issuers payment cards, total amount of transaction will be converted into bank settlement currency, according to the current exchange rate of Visa/Mastercard.

Claim process

The products on our webshop are carried by all the legal documentation required.

If you want to start the claim process, you need to contact us via email office@ivmax.me

Return process

Returns must be postmarked within 30 days of your order date.

Items must be in their original condition and with all tags attached.

Return shipping and any reverse duties are the responsibility of the customer.

If you want to start the return process, you need to contact us via email office@ivmax.me

Refund process

Once your return is received and inspected, we will notify you if your return is accepted or declined. this process can take up to 10 business days.

If your return is accepted, your refund will be processed and applied to the original method of payment.

Note that refunds can take up to 7-10 business days to appear on your bank account due to varying processing times between financial organizations.

Delivery and shipping policy

Regional ordering

regional customers can browse the site and check-out in EUR. If the payment is done using foreign issuers payment cards, total amount of transaction will be converted into bank settlement currency, according to the current exchange rate of Visa/Mastercard.

we offer free shipping for all regional countries via EMS (Post Express). depending on the destination country orders can take between 3 to 10 days to deliver.

shipping addresses cannot be changed. we will only ship to the shipping address entered when the order was originally placed.

if you believe that your package was lost or stolen, please contact Customer Service.

International ordering

international customers can browse the site and check-out in EUR. If the payment is done using foreign issuers payment cards, total amount of transaction will be converted into bank settlement currency, according to the current exchange rate of Visa/Mastercard. we offer free shipping via DHL for all EU countries.

depending on the destination country international orders can take between 10 to 21 days to deliver.

shipping addresses cannot be changed. we will only ship to the shipping address entered when the order was originally placed.

if you believe that your package was lost or stolen, please contact Customer Service.

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Online Contract Informations

The European Union Directive 2000/31/CE on the subject of electronic commerce states that: "Placing an order online implies that the client accepts to be engaged in a contract and that the client unconditionally accepts the prices and descriptions of the items offered for sale, as well as all of the general sales conditions." Goods purchased from this website are supplied by ivmax llc, a company registered in Montenegro, with business registration number 50878375 and with offices on Kanjoša Macedonovića 24, 85310 Budva, Montenegro. Your placing of an order online represents an offer to purchase goods as indicated by you but is not binding on us until you have been notified by email that an order is accepted. This means that if goods shown on this website are unavailable, incorrectly priced or otherwise incorrectly described, ivmax shall not be obliged to sell you those goods. A contract shall be deemed entered by both parties when you receive notification that ivmax has confirmed and accepted your order. In addition to offering our products for sale via this website, our products are sold through select retailers worldwide. Prices on the website will generally reflect the prices offered through our retailers. However, prices on the website may differ to those of a retailer, due to: (i) special offers on the website or from retailers, (ii) individual retailer price strategies, (iii) currency fluctuation. As such, prices cannot be guaranteed and may be changed at our discretion

Limitation of Liability

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