Terms of sale

alespucnik.com · Draft of 27 November 2026 – awaiting seller data. Effective from: [publication date]. The Slovene version prevails.

1. Seller

Seller: Helikopter energija, Aleš Pučnik s.p. [full registered name – to be confirmed]

Registered address: [registered address – to be confirmed]

Registration number: [registration number – to be confirmed]

Tax number: [tax number – to be confirmed]

VAT: [VAT status – to be confirmed: “Prices include VAT.” or “VAT not charged under Art. 94(1) ZDDV-1.”]

Email: apucnik@gmail.com

2. Scope

These terms apply to purchases of books and other products in the online shop at alespucnik.com. Consumer purchases are governed by the Slovenian Consumer Protection Act (ZVPot-1) and other applicable Slovenian law.

3. Prices, VAT and shipping

Prices are in euros (EUR). [VAT status – to be confirmed: “Prices include VAT.” or “VAT not charged under Art. 94(1) ZDDV-1.”]

Shipping within Slovenia costs 3.50 € per order and is added at payment. Online orders are shipped to addresses in Slovenia; for delivery abroad, please email apucnik@gmail.com.

The price shown at the time of ordering applies.

4. Ordering, acceptance of terms and conclusion of contract

The buyer selects a product and clicks the buy button. A secure Stripe payment page opens, where the buyer enters quantity, email address, delivery address and card details.

Before paying, the buyer ticks a box on the payment page to confirm having read and accepted these Terms of sale. Payment cannot be made without this confirmation.

The contract is concluded when payment is successfully completed. After the purchase the buyer receives an order confirmation by email with a link to these terms and to the withdrawal form. Both documents are also available as PDF: Terms of sale (PDF), Withdrawal form (PDF).

5. Payment and invoice

Payment is made by card through Stripe (Stripe Payments Europe, Limited, Ireland). The seller does not receive or store card details.

Invoice: [how invoices are issued – to be confirmed, e.g. by email on dispatch].

6. Pre-orders

Tim and knight Erasmus and Faith unlocks Human Superpower are available for pre-order. The price is paid when ordering and the book is shipped once printed.

Expected dispatch: February 2027, at the latest by 31 March 2027. If the book is not published by that date, the buyer may withdraw from the contract and receive a full refund.

[Proposal – to be confirmed:] The buyer may cancel a pre-order by email to apucnik@gmail.com at any time before dispatch and receives a full refund within 14 days.

After receiving the book, the right of withdrawal under point 8 applies.

7. Delivery

Products are sent via [delivery provider – to be confirmed] to the Slovenian address entered at payment. Where no delivery date is agreed, the seller delivers without undue delay and no later than 30 days after the contract is concluded, except pre-orders, for which point 6 applies.

8. Right of withdrawal

A consumer may withdraw from the contract within 14 days of receiving the goods without giving a reason, by an unambiguous statement sent to apucnik@gmail.com; the withdrawal form (PDF) may be used. The deadline is met if the consumer sends the statement before it expires.

The goods must be returned within 14 days of the withdrawal notice to: [return address – to be confirmed]. The consumer bears the direct cost of returning the goods.

The seller refunds all payments received, including standard delivery costs, within 14 days of receiving the notice, to the same payment method, but may withhold the refund until the goods are received. The consumer is liable for any diminished value resulting from handling beyond what is necessary to establish the nature and characteristics of the goods.

9. Non-conformity

The seller is liable for any lack of conformity that exists at delivery and becomes apparent within one year of delivery, in accordance with ZVPot-1. The consumer must report the defect within two months of discovering it. The consumer may request that conformity be restored (replacement) or, if that is not possible, a price reduction or withdrawal from the contract. The seller bears the cost of returning non-conforming goods.

Report a defect to apucnik@gmail.com, ideally with a photo.

10. Complaints and disputes

Complaints can be sent to apucnik@gmail.com. We confirm receipt within five working days, keep the buyer informed and notify the buyer of our decision within a reasonable time.

The seller does not recognise any out-of-court consumer dispute resolution (ADR) provider as competent for disputes a consumer might bring. The list of ADR providers is published on the website of the ministry responsible for the economy: gov.si – Out-of-court consumer dispute resolution.

Disputes fall under the competent court in the Republic of Slovenia; this does not affect the consumer's rights under mandatory law.

11. Personal data

Personal data is processed in accordance with the Privacy policy.