

Welcome to “supta.ge” online store.

The present Terms and Conditions of Service (“Terms”, “Terms of Service”) regulate your use of our website located at <https://www.supta.ge/> (collectively or individually “Services”) operated/carried out by JSC Aid Group (ID/405176973).

Our Privacy Policy determines your use of our Services and explains how we collect, protect and disclose the information that we receive as a result of your use of our websites.

The agreement (contract) between you and us includes the present Terms and Conditions and our Privacy Policy (“Agreements”). You acknowledge that you have read and understood the Agreements and agree with them.

If you do not agree with the Agreements (or cannot fulfill them), you may not use our services, but let us know by e-mail (info@supta.ge) so that we can find a way out of this situation. The present Terms apply to all visitors, users and those wishing to access other services.

1. Acquisition/Purchase

If you wish to purchase a product or service that is available through the Services (“Purchase”), you may be required to provide relevant information for your purchase, including but not limited to your credit or debit card number, your card expiration date, your registration address and the information required for delivery.

You represent and warrant that: you have the legal right to use any card (s) or other payment method (s) in connection with any Purchase; and that the information you provide is true, correct and complete.

We may need to use third party services to make payments and purchases. By providing your information, you give us the right to provide that information to a third party which is subject to our Privacy Policy.

We reserve the right to refuse or cancel your order at any time for specific reasons, including but not limited to: availability of a product or service, an error in the description or price of a product or service, an error in your order, or other reasons.

We reserve the right to refuse or cancel your order in case of suspicion of fraud, unauthorized or illegal transaction.

Payment methods:

1. By cash - upon delivery of the order to the address, the buyer receives a cashier's receipt and a bill of lading.
2. By non-cash transfer - by transfer to a bank account on the basis of an invoice.
3. In an electronic form - by any Visa/Mastercard registered in Georgia.

2. Refunds/Reimbursement

Refunds are made within 3-5 business days from the initial date of order.

3. Composition/Content

All visual and textual materials posted on our website are the property of supta.ge or have a permit to use. You have no right to distribute, change, transfer, download, copy or use the specified content, in whole or in part, for your personal commercial purposes or without our prior written permission.

4. Prohibited Use

You may only use the Services for lawful purposes and in accordance with the Terms.

5. Analytics

We may use third party services to monitor and analyze the use of our Services.

6. Accounts

By creating an account on our website, you confirm that the information provided is accurate, complete and current at all times. Incorrect, incomplete or outdated information may lead to the immediate termination of your account.

You are responsible for maintaining the confidentiality of your account and password. You assume responsibility for all actions or activities associated with your account and/or password. You must immediately inform us of any breach of your information security.

We reserve the right to refuse to provide service, file reports, remove or modify content, or suspend orders at our sole discretion.

7. Termination

We may terminate or suspend your account and access to the Services immediately, without prior notice or responsibility, at our sole discretion for any reason and without limitation, including but not limited to breach of the Terms.

If you want to terminate your account, you can simply stop using it.

8. Governing Law

The Terms and Conditions are regulated and interpreted in accordance with the legislation of Georgia, within the framework of the relevant governing law, without taking into account the provisions conflicting with it. Non-compliance with any rights or provisions of the present Terms shall not be deemed a disregard of these rights. If any provision of the present Terms is deemed null and void by a court, the remaining provisions of these Terms shall remain valid.

9. Changes in Services

We reserve the right to make changes in our Services at our sole discretion. Periodically, we may restrict access to certain parts of the Services or the entire Service, users, including registered users.

10. Confirmation/Consent

By using our Service or any other services provided by us, you confirm that you have read and learned the present Terms and Conditions and agree with them.

11. Contact us

Please send your feedback, comments, and requests for technical assistance by e-mail: info@supta.ge, sales@supta.ge

The delivery service works only during the daytime from 12:00 to 18:00. (Orders received after 18:00 will be delivered the next day from 12:00)

Delivery throughout Tbilisi:

Minimum order quantity - GEL 20

Delivery for orders of GEL 50 or more - free

Delivery for orders between GEL 20 and GEL 50 - GEL 5