DOCUMENT

Pre-Contract Information and Distance Sales Agreement

Version 1 · 15 November 2026

This document gives the information required before an online purchase (UK Consumer Contracts Regulations 2013 and Turkish Law No. 6502) and sets the terms of orders placed on infumia.com and our product pages. Blank fields are completed with your order details at checkout.

ISSUED BY

NAME
Infumia LTD

COMPANY NO
15791340 (England and Wales)

ADDRESS
71–75 Shelton St, London WC2H 9JQ, United Kingdom

E-MAİL
info@infumia.com

PHONE
+90 552 251 02 66

DOCUMENT

VERSİON
1

EFFECTİVE DATE
15 November 2026

LİNK
https://infumia.com/distance-sales-agreement

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SECTİON 1

Seller

Name	**Infumia LTD**
Registration	**registered in England and Wales, company no. 15791340**
Address	**71–75 Shelton St, London WC2H 9JQ, United Kingdom**
Contact	**E-mail: info@infumia.com, Phone: +90 552 251 02 66**

SECTİON 2

Buyer and order

Buyer	**[completed at checkout]**
E-mail / phone	**[completed at checkout] / [completed at checkout]**
Product / plan	**[completed at checkout]**
Includes	**[completed at checkout]**
Period	**[completed at checkout]**
Price excl. tax	**[completed at checkout]**
Tax	**[completed at checkout]**
Total incl. tax	**[completed at checkout]**
Payment method	**[completed at checkout]**
Order no / date	**[completed at checkout] / [completed at checkout]**

The main characteristics and limits of each plan are described on the product page. There are no delivery charges.

SECTİON 3

Payment and delivery

Card payments are taken by our payment provider; we never see your card details. Products are digital and nothing is shipped. Card orders are activated immediately after payment approval; bank transfer orders within 2 working days after we receive the payment. Access details are sent by e-mail and shown in your customer portal.

SECTİON 4

Right to cancel

If you are a consumer you may cancel within **14 days** of the contract without giving a reason by e-mailing info@infumia.com. We refund the full amount within 14 days using the original payment method.

For digital content and services supplied immediately, you ask us at checkout to start performance straight away and acknowledge that you will lose the right to cancel once supply has started (Consumer Contracts Regulations 2013, regulations 36 and 37; Turkish Distance Contracts Regulation, Art. 15). If you cancel a service after it has started but within 14 days, we may charge for the part already supplied. Orders not yet activated can always be cancelled free of charge.

SECTİON 5

Renewal and termination

Plans run for the chosen period. Unless you expressly choose automatic renewal, we do not charge you again and the licence ends at the end of the period. We remind you before the period ends.

SECTİON 6

Faulty services

If the product does not match its description or is not supplied with reasonable care and skill, you are entitled to have it fixed or, where that is not possible, a price reduction or refund, in line with the Consumer Rights Act 2015 and Turkish Law No. 6502.

SECTİON 7

Complaints and disputes

Please send complaints to info@infumia.com. Consumers may use the courts or consumer bodies of their place of residence. Otherwise these terms are governed by the laws of England and Wales; the courts of England and Wales have jurisdiction, without prejudice to the mandatory consumer rules of your country of residence.

SECTİON 8

Record of the contract

The contract is formed when you confirm the order. A PDF copy completed with your order details is sent to your e-mail and kept in "My contracts" in your customer portal. We keep acceptance records for at least 3 years.