



# Terms and Conditions, full text

Geo Group LLC, ID: 440891670 · geomarti.ge

Last Updated: 2026-09-17

---

This page brings together every document that governs the use of the site and purchases made through it. The same text can be downloaded as a PDF in one click.

## Contents

1. Terms and Conditions
2. Delivery Terms
3. Return and Exchange Policy
4. Warranty Service
5. Privacy Policy

# 1. Terms and Conditions

This document sets out the terms and conditions for using the geomarti.ge website and constitutes a mutually binding agreement between the customer and Geo Group LLC. By placing an order on the website, the customer confirms full acceptance of these terms, the privacy policy and the return policy.

## 1. Definitions

- The Company ("we"): Geo Group LLC, identification code 440891670. Full legal details are given at the bottom of this page.
- The Customer: a legally capable individual aged 18 or over, or a legal entity, using the website.
- The Website: the online store geomarti.ge.

## 2. Orders and conclusion of the contract

When placing an order, the customer provides their name, contact phone number and delivery address.

The contract of sale is considered concluded from the moment the order is placed and confirmed by the Company.

The customer is responsible for the accuracy of the contact and delivery details provided.

## 3. Prices and payment

All prices on the website are shown in the national currency of Georgia (Lari, ₾) and include all taxes required by law, including VAT.

In certain categories (cottages, pools, industrial equipment, furniture, agricultural machinery) pricing is individual. For these, a quote request form is available on the site.

Product photos are for illustration. Colour and details may differ slightly depending on screen settings; technical specifications are listed on the product page.

Payment can be made:

- By bank card (Visa, Mastercard)
- By bank instalment plan (Bank of Georgia, TBC Bank, Credo Bank)
- By bank transfer, on the basis of an invoice
- In cash or by card to the courier, on delivery of the item

For online payments, card details are processed on the bank's secure page. The Company has no access to full bank card details.

## 4. Limitation of liability

The Company is not liable for disruptions caused by the malfunctioning of third parties, including internet providers and banking systems.

In the event of an obvious technical error (for example, a clearly incorrect price caused by a software fault), the Company reserves the right to cancel the order and immediately refund the amount paid.

If, after confirmation, an item proves to be out of stock, we will contact you promptly and offer an alternative or a full refund.

## **5. Dispute resolution**

The parties will seek to resolve any disagreement through negotiation. Failing agreement, the dispute will be heard by the courts of Georgia in accordance with applicable law.

## **6. Amendments to these terms**

We reserve the right to amend these terms. An updated version takes effect upon publication on the site; orders already placed remain governed by the version in force at the time of the order.

## **2. Delivery Terms**

We deliver across Georgia: 1-2 working days in Tbilisi and 2-4 working days in the regions. Terms for large appliances are confirmed by our operator when your order is accepted.

### **1. Delivery area**

Delivery is carried out within the territory of Georgia. Terms for large items (refrigerators, washing machines, furniture, pools) are agreed individually.

### **2. Timeframes**

Items in stock are dispatched once the order is confirmed. Delivery takes 1-2 working days in Tbilisi and 2-4 working days in the regions of Georgia. Timeframes for large appliances and custom constructions are agreed individually.

### **3. Cost**

Standard delivery in Tbilisi costs 5 ₾ and is free for orders from 150 ₾. For the regions, large appliances and custom constructions the cost depends on the region and on the weight and dimensions of the item: the operator informs you of the final amount before the order is confirmed. No additional, unagreed charges are applied.

### **4. Receiving your order**

Please inspect the product in the courier's presence: packaging integrity, visible damage and completeness. Any transport damage must be reported at the moment of receipt.

### 3. Return and Exchange Policy

Under the Law of Georgia on Protection of Consumer Rights, a customer may withdraw from a distance contract without giving any reason and return the purchased item within 14 calendar days.

#### 1. The 14-day right of withdrawal

- The 14-day period runs from the day the customer takes possession of the goods.
- To exercise this right, the customer must notify the Company within 14 days in writing, by email or by phone. Contact details are given in the company details at the bottom of this page.
- Transport costs: where an item is returned under the no-reason right of withdrawal, the direct cost of shipping the product back is borne by the customer.

#### 2. Condition of returned goods

The returned item must be unused, in its original saleable condition, complete, in undamaged factory packaging and with the accompanying documentation (warranty card, instructions).

#### 3. Exceptions: when the 14-day right does not apply

The right of return does not apply to:

- Items made to the customer's individual order (cottages, non-standard constructions)
- Sealed hygiene products whose seal has been broken after delivery
- Sealed audio or video recordings or software, if the seal has been opened
- Items costing no more than 30 GEL
- Items damaged as a result of improper use by the customer

#### 4. Refunds

After the returned goods have been inspected, the amount is refunded no later than 14 calendar days, using the same payment method as the original transaction.

#### 5. Manufacturing defects

In the case of a manufacturing defect, we cover the cost of returning the item in full. The conditions for repair, replacement and refund of a defective product are set out in detail on the warranty service page.

## 4. Warranty Service

The appliances offered on geomarti.ge are covered both by the statutory guarantee provided under the legislation of Georgia and by the manufacturer's commercial warranty.

### 1. Statutory guarantee

If goods prove to be defective, the customer has the right to request that the defect be remedied free of charge (repair or replacement), a reduction in price, or withdrawal from the contract, in the manner established by law.

Repair or replacement is carried out within a reasonable period, no longer than 30 calendar days.

If a defect appears within 6 months of receipt, it is presumed to have existed at the time of delivery, unless this is incompatible with the nature of the goods. After 6 months, the burden of proving the defect lies with the customer.

### 2. Obtaining warranty service

The warranty period is indicated on the product page or in the accompanying warranty card.

Warranty service is provided by the manufacturer's official authorised service centre.

To obtain warranty service, the customer must present the item, the warranty card and proof of purchase.

### 3. When the warranty does not apply

The warranty does not apply:

- After the warranty period has expired
- If the damage is caused by mechanical impact, dropping, or the ingress of liquid or foreign objects
- In the case of improper use, or breach of the storage rules or operating instructions
- To damage caused by faults in the electrical network or sharp voltage fluctuations
- If the factory serial number on the item has been altered or removed
- If repairs have been carried out by an unauthorised person or workshop

## 5. Privacy Policy

Protecting your personal data matters to us. This document explains what data we collect, why, and how we protect it.

### 1. What data we collect

- Name and contact phone number, when placing an order or requesting a quote
- Email and delivery address, if you provide them
- Anonymous usage statistics (pages viewed, device type), via our analytics system

We do not collect or store card details, online payments are processed on the bank's side over a secure channel.

### 2. How we use the data

We use the data solely to process orders, arrange delivery, contact you, and improve the quality of our service.

### 3. Sharing of data

We do not sell your data or pass it to third parties for marketing. Data may be shared only with the courier service, to fulfil delivery, or with an authorised authority where required by law.

If you choose an installment plan as the payment method, your order details (name, contact information, the ordered products and their value) are passed to the relevant financial institution to process the application. The credit decision is made by the bank, and the bank's own terms and privacy policy apply to it.

### 4. Retention period

We retain data for as long as necessary to fulfil the order, provide warranty service, and meet obligations imposed by law.

### 5. Your rights

You have the right to request information about the data processed about you, and to request its correction, updating, or deletion. To make a request, contact us at the email address shown on the contact page.

### 6. Cookies

The site uses cookies to remember your language preference and to collect anonymous statistics. Cookies can be disabled in your browser settings, though this may limit some site functionality.

## Company Details

Legal Entity: Geo Group LLC, ID: 440891670

Registered Address: Agara, Kareli district, Georgia

Email: [servisgeomart@gmail.com](mailto:servisgeomart@gmail.com)

Phone: +995 505 05 05 90

Last Updated: 2026-09-17