

# Terms and Conditions of Sale

## Validity of the Sales Agreement, Product and Price Information

These terms and conditions apply to the purchase of goods from the Online Store.

The prices of products sold in the Online Store are indicated next to the products. Shipping costs are added to the price. All prices are in euros.

Shipping fees depend on the buyers location and delivery method, and are displayed during the order process.

Information about the products is provided directly next to the products in the Online Store.

## Placing an Order

To order a product, the desired items must be added to the shopping cart. To finalize the order, required data fields must be completed and a suitable delivery method selected. The total amount due will then be displayed, which can be paid securely using the following payment methods:

- Estonian bank links
- Finnish bank links
- Latvian bank links
- Lithuanian bank links
- Visa/Mastercard payments

Note: When paying via bank link, please make sure to click 'Return to Merchant' on the banks page.

Payments are processed by LHV Bank. The seller has no access to the customers bank or credit card data. The agreement enters into force upon receipt of payment.

The Online Store owner is the data controller and transmits necessary personal data to LHV for payment processing.

If the ordered product cannot be delivered, the buyer will be informed and refunded within 14 days.

## Delivery

Products are delivered to Estonia, Latvia, Lithuania, and Finland.

Delivery options:

- SmartPost

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- DPD
- Omniva
- Local pickup
- By separate agreement (worldwide)

Shipping costs are borne by the buyer. Domestic delivery within 23 working days. International delivery within 1014 calendar days.

### Right of Withdrawal

Buyers have the right to withdraw from the agreement within 14 days of receiving the product.

This does not apply to legal persons. The product must not be used more than necessary for inspection.

Used or worn items may result in reduced refunds. Return via SmartPost (Viljandi Centrum), DPD (Viljandi Bus Station), or Omniva (Viljandi Bus Station).

Phone: +37256876689

Return costs are covered by the buyer, except if the product is incorrect or defective.

Refunds made within 14 days of receiving the returned goods or proof of return.

The Online Store may cancel orders with incorrect pricing.

### Right to Submit a Complaint

The Online Store is liable for defects existing at the time of delivery, valid for two years. Within one year, it is assumed the defect existed at delivery unless proven otherwise.

Complaints should be submitted within two months of noticing the defect to [moevarav@mail.ee](mailto:moevarav@mail.ee) or call +37256876689.

The store will repair, replace or refund as necessary. Response within 15 days.

### Direct Marketing and Data Processing

Personal data is used only for order processing and delivery. Shared with delivery services for fulfillment.

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Newsletters and offers are sent only with the customer's consent and can be unsubscribed anytime via email or link in the email.

### **Dispute Resolution**

Complaints should be sent to [moevarav@mail.ee](mailto:moevarav@mail.ee) or +37256876689.

Unresolved disputes can be taken to the Consumer Disputes Committee or the EU Online Dispute Resolution platform.