

Distance Contract

SIA Latvijas labumi (reg.No. 40103907024, unified reg.No.LV40103907024), registered address: **Maza pils Street 6-2, Riga, LV-1050, Latvia**, as the seller, hereinafter referred to as the Seller, of the goods of the online store LINEN-NATURAL.LV, hereinafter referred to as the E-store, of the one part, and **the person who places an order in the E-store**, hereinafter referred to as the Buyer, of the other part,

enter into this Distance Contract as follows:

1. Subject of the Contract

The Seller undertakes to sell and deliver the goods to the Buyer in accordance with the Buyer's order in the E-store.

2. Price of the Goods; Delivery and Payment Procedure

- 2.1. The goods are sold to the Buyer at the price valid at the moment of placing the order in the E-store.
- 2.2. The Buyer places the order for the goods in the E-store, specifying the type and quantity of the goods to be ordered. The Buyer has the option to pay for the goods by using the built-in payment tools of the E-store or by paying the invoice prepared by the Seller and sent to the Buyer via e-mail.
- 2.3. The invoice is prepared electronically and is valid without signature.
- 2.4. The Buyer shall pay for the ordered goods and delivery at the time of placing the order. The order is executed and the time for delivery of the goods is determined only after receiving payment for the goods and for the delivery. Payment shall be deemed to be made when the entire amount of the payment has been credited to the Seller's bank account. The price of the goods and of the delivery includes VAT.
- 2.5. The Seller ensures delivery of the goods for a fee (according to the price list of the E-store) using Omniva or DPD or Latvian post services at the option of the Buyer.
- 2.6. Delivery terms of the goods are specified in the Delivery section of the E-store and depend on the delivery company chosen by the Buyer.
- 2.7. The Buyer is responsible for the correctness of the information specified in the order.
- 2.8. The Seller takes care to make sure that the Buyer's order is executed in full, but cannot guarantee it. If the ordered goods are not available in the warehouse or their quantity is insufficient, the Seller has the right not to deliver the goods or to deliver a smaller quantity of the goods.
- 2.9. If the Seller has delivered an insufficient quantity of the goods to the Buyer and the amount of the delivered goods is smaller than the amount paid by the Buyer, the Buyer shall be refunded the difference for the undelivered goods.

3. Warranty for the Goods

- 3.1. The goods are covered by the warranty of the manufacturer of the goods as set out in the applicable legislation. If the Buyer is not satisfied with the quality of the goods, the Buyer shall inform the Seller so that the Seller may contact and inform the manufacturer of the goods.

4. Right of Withdrawal

- 4.1. Rights and obligations of the Buyer:
 - 4.1.1. The Buyer has the right to reject the goods within 14 calendar days of receipt of the goods by notifying the Seller in writing (the form is available in the Privacy section of the E-store or can be sent to the Buyer's e-mail upon request).
 - 4.1.2. The Buyer is obliged to return the goods to the Seller (to the store at Mazā pils Street 6, Riga) within 7 days after sending the notice of withdrawal.
 - 4.1.3. The Buyer is obliged to cover all expenses incurred in returning the goods to the Seller.
 - 4.1.4. The Buyer may not exercise the right of withdrawal if the goods have been manufactured on the instructions of the Buyer or are clearly personalised.
 - 4.1.5. The Buyer has the right to return the goods to the Seller if:
 - 4.1.5.1. the purchased goods are damaged;
 - 4.1.5.2. the information provided about the goods has been insufficient or misleading;
 - 4.1.5.3. the goods do not comply with the requirements of laws and regulations.

- 4.1.6. The Buyer shall be liable for any damage to the goods that occurred during the return of the goods.
- 4.2. Rights and obligations of the Seller:
 - 4.2.1. The Seller shall refund the purchase price for the goods (excluding the delivery costs) to the Buyer no later than 30 days from the date of receipt of the Buyer's written application;
 - 4.2.2. The Seller has the right not to refund the money for the goods if:
 - 4.2.2.1. the goods have been used;
 - 4.2.2.2. the goods do not have all the original documents;
 - 4.2.2.3. the goods are not in their original packaging;
 - 4.2.2.4. the goods are not returned as a complete set;
 - 4.2.2.5. the goods have visual damage;
 - 4.2.2.6. the packaging of the goods is damaged;
 - 4.2.2.7. until the Buyer returns the goods to the actual address of the E-store at Maza pils Street 6, Riga.
- 4.3. We don't accept cancelations of purchase.

5. Privacy

- 5.1. When shopping in the E-store, the Buyer confirms that he/she has read and agrees that the data provided by him/her are used in order for the Seller to accept/execute the Buyer's order and to deliver the goods.
- 5.2. When shopping in the E-store, the Buyer agrees that notifications relating to the processing of the Buyer's order will be sent to the indicated e-mail and that notifications relating to the delivery of the order will be sent to the phone number.

6. Disputes

- 6.1. Complaints about purchase-related issues should be submitted electronically to the e-mail address linen-natural@inbox.lv. All complaints shall be examined within 7 business days of receipt of the complaint, sending a reply to the contact address specified in the complaint.
- 6.2. All disputes shall be resolved in accordance with the procedure prescribed by the laws and regulations of the Republic of Latvia – through negotiations or in court.

7. Contact Information

- 7.1. The contact information is available in the Contacts section of the E-store.
- 7.2. The Distance Contract is available in the Privacy section of the E-store.