

# **Terms and Conditions for Using the SIA REV-A Performance Online Store**

According to the legislation of the Republic of Latvia, the owner of an online store must specify the terms for delivery and return of goods, as well as the right of withdrawal. Such provisions are called a distance contract (Cabinet Regulations).

## **Distance Contract**

In this online store, the seller of the offered goods, hereinafter referred to as the Seller, and the person placing an order, hereinafter referred to as the Buyer, conclude the following contract:

The Seller undertakes to sell and deliver goods to the Buyer according to the Buyer's order.

## **Delivery and Payment Procedure**

The Buyer orders goods through this website by specifying the type and quantity of goods to be ordered. The Buyer can pay for the goods using the payment tools integrated into the online store or by paying the invoice prepared by the Seller and sent to the Buyer by email. The invoice is prepared electronically and is valid without a signature.

Delivery is provided by:

- Omniva (Latvia, Lithuania, Estonia)
- DPD (Europe)
- Latvijas Pasts (worldwide)
- FedEx (worldwide)

Delivery charges (exact delivery costs are calculated before payment is made):

- In Latvia: starting from EUR 2.50
- In the Baltics: starting from EUR 7.30
- In Europe: starting from EUR 11.50
- Outside Europe: starting from EUR 11.50

Delivery time:

- In Latvia: 1–3 working days
- In Europe: 5–10 working days
- Outside Europe: 5–20 working days

The shipment will be dispatched within 1–3 working days after receipt of payment. If the product is not in stock, the Seller will agree with the Buyer on the delivery period.

## Right of Withdrawal

The Buyer has the right to withdraw from the goods within 14 calendar days from the moment of receiving the goods by sending a withdrawal letter to the Seller. The Seller will send the withdrawal form to the Buyer by email upon the Buyer's request.

The Buyer must return the goods to the Seller within 7 days after sending the withdrawal letter. All expenses related to sending the goods back to the Seller shall be borne by the Buyer.

The Buyer cannot exercise the right of withdrawal if the ordered goods have been made specifically for the Buyer according to an individual order.

Article 12, Part 6 of the Consumer Rights Protection Law of the Republic of Latvia stipulates that "the consumer is responsible for maintaining the quality and safety of the goods during the period of exercising the right of withdrawal." The Seller reserves the right to refuse the Buyer's right of withdrawal or to withhold compensation if the goods are damaged, negligently used, instructions have not been followed, the original packaging is lost, or the packaging is significantly damaged.

Refunds for returned products will be made only when the products are received back and comply with the return and exchange terms. The money will be refunded within 5–10 working days to the Buyer's specified bank account.

## Data Processing

By entering the necessary information and placing an order, the Buyer confirms that they have read and agree that the data provided will be used so that the Seller can accept the Buyer's order and deliver the goods in accordance with the requirements of the legislation of the Republic of Latvia. By entering information, the Buyer agrees that notifications related to the processing of the Buyer's order will be sent to the specified email address.