

SeiCom's webshop's Terms and Conditions of Sale

1. Validity of the Terms and Conditions of Sale

1.1 The Terms and Conditions of Sale shall be applicable between the buyer (hereinafter Consumer) and the undertaking SeiCom OÜ/SeiCom's webshop (hereinafter SeiCom's webshop) when purchasing goods and services.

1.2 The Terms and Conditions of Sale are valid in regulating the legal relationship between SeiCom's webshop and the Consumer.

1.3 In addition to these Terms and Conditions, the legal relationships arising from the purchasing of goods from SeiCom's webshop are regulated by the Law of Obligations Act, the Consumer Protection Act, and other legislation valid in the Republic of Estonia.

1.4 SeiCom's webshop reserves the right to make amendments to the Terms and Conditions of Sale. These amendments will be listed on the web page Seicomaknad.ee

2. Pricing information

2.1 All prices displayed in SeiCom's webshop include VAT of 20%.

2.2 All prices displayed in SeiCom's webshop is only valid when buying from webshop.

2.3 The prices of products in SeiCom's webshop do not include installation or measurement services. If you wish, these services can be ordered from outside of SeiCom's webshop, through a special agreement with our customer service.

2.4 The transport price shall be added to the price of the products, which depends on the size of the purchased goods and the destination selected by the Consumer. The transport price is visible in the shopping basket and can be checked prior to completing the purchase. Other delivery terms and conditions upon special agreement with our customer service.

2.5 Prices are valid from the formalisation of the order until the expiry of the payment term (7 days after the formalisation of the order) for the formalised order.

2.6 If the order has been submitted prior to a change in the Terms and Conditions of Sale or prices, the Terms and Conditions that were valid at the time of the formalisation of the order shall be applied to the legal relationships having arisen between the Consumer and SeiCom's webshop.

2.7 SeiCom's webshop reserves the right to make changes to sale prices. These changes will be listed on the web page Seicomaknad.ee

3. Formalisation of order

3.1 Add the desired products to your shopping basket.

3.2 To formalise the order, first click on the link Formalise Order in the shopping basket.

3.3 Next, choose whether you would like to perform the order as a visitor or as a regular customer (in which case you will need to log in or register as a regular customer).

3.4 On the order formalisation page, complete the required data fields, select a suitable method of delivery and payment for your products, after which an order confirmation will be displayed on your screen, on the basis of which you can pay using the previously selected method by clicking on the link Submit Order. Prior to submitting the order you can review the Terms and Conditions of Sale for SeiCom's webshop and confirm this with a separate check mark. All of the information required in order to perform a euro payment, along with all valid state taxes and additional fees, can be found in the invoice that is displayed on the screen.

3.5 Carefully complete the fields on the data and order confirmation page, since the fast and seamless delivery of your purchased products as well as the resolution of any later disputes and

claims depends on the accuracy and veracity of the information submitted.

3.6 The Seicom webshop buyer, i.e. the Consumer, is solely and completely responsible for the data entered in Seicom's webshop and the transactions performed.

3.7 Orders completed in SeiCom's webshop will be handled on working days, Mon-Fri from 09.00–17.00. If the order is submitted after 14.00 on Friday, it will be formalised on the following Monday. Also valid if the Will Pick Up In Person option is selected.

4. Entry into force of the Contract of Sale

4.1 With the Contract of Sale for the goods, SeiCom's webshop undertakes to transfer to the Consumer goods that already exist, are currently being manufactured, or will be acquired in the future by SeiCom's webshop, and to make possible the transfer of ownership to the Consumer. In turn, the Consumer undertakes to pay SeiCom's webshop the sum indicated on the invoice submitted for the goods and to take receipt of the goods.

4.2 Orders, for which payment has not been received, shall be cancelled 7 days after the formalisation of the order.

4.3 The Contract of Sale enters into force following the receipt of the payment made by the Consumer into the bank account of SeiCom's webshop.

5. Delivery

5.1 Following the entry into force of the Contract of Sale, SeiCom's webshop shall assemble the order and hand it over to the company's logistics partners for delivery (except if Collect in Person has been selected as the delivery option).

5.2 The delivery times shown on the web page of SeiCom's webshop shall be applicable as of the moment of receipt of the order amount in the bank account of SeiCom's webshop.

5.3 When ordering additional installation services for the products ordered from the SeiCom webshop the deadline for the order confirmed by SeiCom shall not apply. The new deadline will be specified along with the offer for the installation service.

5.4 To ensure delivery without delay, you must be careful when formalising the order and make sure that the delivery information you enter is correct and valid.

5.5 Delivery service for SeiCom webshop products is possible only in Estonia.

5.6 Seicom's webshop shall not be liable for a delay in the delivery of the goods, if the goods have been handed over to our logistics partners in a timely manner, but the delay in delivery is the result of circumstances which SeiCom's webshop could not have influenced or foreseen.

6. Right of return

6.1 Following the receipt of the order, the Consumer has the right to withdraw from the contract concluded in the e-shop, without disclosing the reason why, within 14 days. Purchased goods are not subject to return if the goods have been manufactured or purchased for the customer on the basis of a special order. Goods being returned must be in their original packaging and unused.

6.2 In order to return goods, an application for withdrawal from purchasing the goods must be submitted, a standard form for which can be found on the contents page Returning Goods of SeiCom's webshop. The application for withdrawal may be sent in free form to the e-mail address **info@seicom.lv** or the standard form can be printed and added to the goods being returned, at the latest within 14 days following the receipt of the goods.

6.3 The Consumer must return the goods within 14 days as of submitting the application or submit

documentation proving that the goods have been transferred to a logistics company during the above mentioned period of time.

6.4 The Consumer does not have to return the Goods via the mediation of the logistics company, if SeiCom has agreed to collect the goods in person.

6.5 The sum paid by the Customer will be refunded to them, including the delivery cost, at the first available opportunity, but not later than 14 days after the submission of the application for withdrawing from the purchasing of goods. If only part of the order is returned, the delivery cost will be refunded in proportion to the number of returned goods.

6.6 The Consumer shall bear the expenses related to the returning of the goods, except in cases where the delivered item does not conform to what was ordered.

6.7 The order amount paid by the customer will not be refunded until the goods being returned have arrived in the warehouse of SeiCom's webshop.

6.8 In the event of the deterioration of the condition of goods that are subject to return, the Consumer shall be responsible for the decrease in the value of the goods resulting from the use of the goods only if the Consumer has used the goods in a manner other than is necessary to establish the nature, characteristics and functioning of the goods. In order to establish the nature, characteristics and functioning of the goods, the Consumer should only handle and use the goods in the same manner as they would customarily be allowed to do in a shop.

7. Force majeure

7.1 SeiCom's webshop shall not be held liable for any damage caused to the Consumer or for a delay in the delivery of the goods if the damage or delay in delivery of the goods is a result of circumstances which SeiCom's webshop could not influence or foresee.

8. The procedure for the submission of complaints

8.1 SeiCom's webshop shall be liable for any defects in or the non-conformity of goods with the terms and conditions of the contract sold to the Consumer, which appear within two years as of the transferring of the goods to the Consumer.

8.2 Upon the appearance of a defect the Consumer has the right, at the latest within two months, to contact SeiCom's webshop, submitting the invoice on the basis of which the goods were paid for.

8.3. If any defects appear in the goods, you must stop using them.

8.4 The repair or replacement of defective goods shall be agreed upon by SeiCom's webshop and the Consumer. Repair costs shall be covered by SeiCom's webshop.

8.5 SeiCom's webshop shall not be liable for any defects appearing in the goods due to the fault of the Consumer, which have arisen as a result of the improper storage or use of the goods or as a result of the submission of incorrect data contained in the order submitted to SeiCom's webshop.

8.6 In the event of the non-conformity of the goods or the appearance of defects, we ask that you submit a complaint to the e-mail address **info@seicom.lv**. The complaint should include the name of the person who submitted the order, contact telephone, order number and a specific description of the defect or non-conformity of the goods to the terms and conditions for the goods.

8.7 A claim regarding the non-conformity of the goods or the discovery of defects must be submitted within two months as of the discovery of the non-conformity or defect.

8.8 All claims shall be reviewed and the Consumer contacted at the first available opportunity, but not later than 14 days after the receipt of the claim.

8.9 The Consumer has the right to demand a reduction in the purchase price from SeiCom's webshop

or termination of the contract and a refund of the sum paid for the goods, if SeiCom's webshop is unable to repair or replace the goods, the repairing or replacement of goods is unsuccessful, SeiCom's webshop has failed to remedy the defect within a reasonable period of time, and if the Consumer has been subject to unreasonable inconveniences.

9. The Consumers right to contact the Consumer Disputes Committee

9.1 If SeiCom's webshop has refused to resolve the Consumer's complaint or the Consumer disagrees with the solution offered by SeiCom's webshop, and finds that their rights have been violated or interests damaged, the Consumer may submit a complaint to the Consumer Disputes Committee, via the Consumer Protection Board, or to a court. The Consumer may submit a complaint personally or via a representative. Information concerning the Consumer Disputes Committee is presented on the homepage of the Consumer Protection Board. To resolve problems arising in Member States of the European Union, please contact the European Consumer Centre of Estonia.