

# Terms and Conditions

[Downloadable online store terms in PDF format](#)

The owner of the online store balticroad.eu (hence the Online Store) in Baltic Road OÜ (registry code 12246835) is located in Vesse, 4 – Tallinn (shop / warehouse)

## Validity of the sales contract, goods and price information

The terms of sale apply to the purchase of goods from the Online Store.

The prices of the products sold in the online store are indicated next to the products. A fee for delivery of the goods is added to the price.

For the delivery fee of the goods from the location of the buyer and the method of delivery.

The delivery fee is displayed to the buyer when ordering.

Information about the goods is right next to the goods in the Online Store.

## Placing an order

To order the goods, you must add the desired products to the shopping cart. To place an order, you must fill in the required data fields and confirm the delivery method of suitable products. It displays the amount of the fee, which can be paid via a bank link or another payment solution. The agreement enters into force upon receipt of the amount due to the current account of the Online Store.

If the ordered goods cannot be delivered due to the end of the goods or for any other reason, the buyers will be informed of the possible options and the money paid (incl.

delivery costs) immediately, but no later than 14 days after the notification.

## Delivery

The goods are sent to the following countries: Estonia, Finland and other (by prior agreement).

Shipping costs are borne by the buyer and the corresponding price information is displayed next to the shipping method.

Shipments within Estonia usually reach the destination specified by the buyer within 3-7 working days from the entry into force of the sales contract.

In exceptional cases, the right to deliver the goods within up to 45 calendar days.

## Right of withdrawal

After receiving the order, the buyer has the right to withdraw from the contract concluded in the e-shop within 14 days.

The right of withdrawal does not apply if the buyer is a legal person.

The exercise of the 14-day right of return may not be used for the ordered goods in any other way than is necessary for the nature, characteristics and operation of the goods as is permitted for testing the goods in a physical store.

If the goods have been used for purposes other than the necessary nature, properties and verification of their operation or their use or signs of wear and tear, the right of the Online Store reduce the refundable fee according to the reduction in the value of the goods.

In order to return the goods, a withdrawal application must be received, which can be found here and sent to the e-mail address [info@balticroad.eu](mailto:info@balticroad.eu) no later than within 14 days of the goods being made available.

The costs of returning the goods shall be borne by the purchase, unless the reason for the return is the fact that the reason for the return does not correspond to what was ordered (eg a wrong or defective item).

The buyer must return the goods within 14 days of the publication or provide proof that he has handed over the goods to the carrier within the aforementioned period.

Upon receipt of the returned goods, the online store shall immediately return to the buyer, but not later than 14 days after receipt of the withdrawal application, all fees received from the buyer under the contract.

The online store may refuse to make refunds until the subject of the contract, whether received or purchased, if provided proof that the item returned, whichever comes first.

The online store has the right to withdraw from the sale transaction and demand the return of the goods from the buyer if the price of the goods in the online store is marked significantly below the market price of the goods due to a mistake.

## **Right to lodge a claim**

The online store is liable for non-compliance or defect of the goods sold to the buyer, which already existed at the time of delivery and which occurred within two years from the date of delivery of the goods.

transfer to the buyer. Within the first six months from the delivery of the thing to the buyer, it is presumed that the defect already existed at the time of delivery of the thing. It is the responsibility of the Online Store to rebut the respective presumption.

The buyer has the right to contact the online store later in two months, by sending an e-mail to [info@balticroad.eu](mailto:info@balticroad.eu) or by calling: +372 56217070

The online store shall provide the respective consumer's complaint in writing or in a form that can be reproduced in writing within 15 days.

Reminder to the consumer (§ 54 (1) 18) of the LPA provides that the consumer must be reminded as pre-contractual information that the consumer can properly rely on legal remedies for non-compliance with the terms of the contract. to fulfill the obligations, to refuse to fulfill the obligation owed, to demand compensation for damage, to withdraw from the contract or cancel the contract, to lower the price, to demand default interest in case of delay in the performance of the financial obligation (§ 101 (1) 1-6 of the LPA).

## **Direct marketing and processing of personal data**

Personal data entered by the selected buyer in the online store (incl. Name, telephone number, address, e-mail address, bank details) only for processing the order and sending the goods to the buyer. The online store transmits personal information to transport companies designed to deliver goods. The online store will send newsletters and offers to the buyer's e-mail address only if the buyer has expressed a wish to enter the e-mail address of the website and to know about his wish as a result of direct mail notifications. The buyer can cancel offers and newsletters sent by e-mail at any time by notifying us by e-mail or by following the instructions in the e-mail containing the offers. Settlement of Disputes If the Buyer has any claims regarding the Online Store, they must be sent to the e-mail address by calling: The terms of the procedure can be found and the application can be found here.

The powers of the Consumer Disputes Committee are to resolve disputes arising from the contract concluded between the buyer and the Online Store. Buyer's complaint review committee free of charge. The buyer can contact the European Union Consumer Dispute Resolution Platform here.

Company registry code 12246835 and VAT number EE101524388