

PRE-CONTRACTUAL INFORMATION TO CONSUMERS

The seller of the good traded in the online store on the website <https://shop.energokomplekss.lv/> is **Limited Liability Company "Energokomplekss"** (reg. No. 40003856361, registered address Krustpils iela 12, Riga, LV – 1073, tel. +371 67724137, shop@energokomplekss.lv), which is registered in the Register of Enterprises of the Republic of Latvia, hereinafter referred to as the seller.

The online store is mainly trading electrical equipment, electrical devices, telecommunication equipment and parts thereof, as well as other electrical materials, which are in the seller's assortment.

Services of the online store are available to registered users only.

Conclusion of a purchase transaction

In order to conclude a goods purchase transaction (distance contract), the buyer and the seller should reach an agreement on conditions of sale of goods.

The seller offers goods in its online store and organises a scheme of sale of goods, which is accessible to all store users (potential buyers). If a potential buyer is interested to conclude a goods purchase transaction on the conditions offered by the seller, the potential buyer should place an order for goods.

The potential buyer must take the following steps in the online store to place an order:

Registering in the online store and reading the terms and conditions and the privacy policy of the online store.

Step 1. Selecting goods from the online catalogue by adding them to the shopping cart.

Step 2. Completing information identifying the buyer and selecting delivery terms.

Step 3. Making/confirming an order at the same time confirming that the buyer has read the transaction conclusion conditions.

The potential buyer should take all the steps to place an order in sequence and successfully, otherwise the goods purchase transaction cannot be concluded.

If any of the steps is not done successfully, the potential buyer gets a message about this online, and the potential buyer may correct the error.

The seller sends a confirmation of the order and an invoice for the ordered goods to the buyer e-mail specified in the order.

Placement of an order is complete, when the seller has sent a confirmation of the order and an invoice for the ordered goods to the buyer.

There is no fee for the conclusion of a goods purchase transaction. Each party covers its own costs related to the conclusion of the goods purchase transaction, including costs of use of means of telecommunication, bank fees for payments, etc.

Description of goods

The information identifying each product and the description of goods are available by viewing the specific product in the supply of the online store. If a potential buyer needs additional information on any product before the transaction, such information is provided by seller's trade consultants by phone or e-mail (phone +371 67724137, e-mail shop@energokomplekss.lv, the information is provided during the seller's working hours – on working days from 8:00 to 17:00). Potential buyers may see the assortment of goods in person in the seller's warehouse at Krustpils iela 12, Riga, LV – 1073, on working days from 8.00 to 17.00. If a specific product is not available in the warehouse, the seller will inform the potential buyer about the possibility of delivering the product.

The standard warranty period for the goods is 2 (two) years from the day of transfer of the products to the buyer. In individual cases, the warranty period may be shorter or longer. A warranty is in force, if the warranty conditions specified in it are observed during use of the goods, including the buyer observed usage conditions of goods.

Prices of goods and additional expenses

All the prices in the online store are specified as final prices of good per unit (a specific product or a package of goods, if it contains a specific quantity of goods forming a single unit). Value added tax (VAT) is specified separately and should be calculated and paid in the amount and in accordance with the procedure laid down in regulatory enactments of the Republic of Latvia.—The actual VAT rate is 21%.

Product delivery costs may be calculated in addition to the price of the product, if the product is not taken from the seller's warehouse. The size of product delivery costs depends on the method of delivery selected by the buyer, the place of delivery, as well as specifics of the goods (for example, weight, size of the goods). The potential buyer is informed about the accurate amount of costs of delivery of the goods, when placing an order, before the order is confirmed. The goods are delivered only in the territory of Latvia.

Due to properties of individual goods, additional costs may be applied, if the goods are transferred to the buyer with all the packaging (for example, reels, special pallets) and it is the buyer's duty to return this packaging to the seller or cover the costs inflicted by no return of the packaging to the seller. The potential buyer is informed about the application of additional costs due to properties of individual goods and the amount of such costs, when placing an order, before the order is confirmed.

To promote sales of goods, the seller may apply discounts on goods and delivery costs on the internet. If a discount is applied to an order of goods, it is specified in the order before the buyer has confirmed it.

The buyer pays for the ordered goods on the basis of an invoice issued by the Seller, before the order is received by paying the price of the goods to the Seller's account **only** by non-cash transfer.

Delivery of goods

Goods are delivered in the territory of Latvia within 2-14 days of the day of conclusion of the goods purchase transaction. Goods can be received at the seller's warehouse starting from the day, when the Seller has confirmed the order of the Goods. The buyer may submit complaints about goods delivery matters to the seller by sending them to the seller's registered address or e-mail.

A purchase transaction is deemed to be fulfilled, when the goods have been transferred to the buyer's possession.

Non-compliance of goods

If the goods sold do not meet provisions of the contract, the consumer may exercise his/her legitimate rights in accordance with the Consumer Rights Protection Law, that is to ask that the seller:

- to eliminate the non-compliance of the product with provisions of the contract;
- to replace the product with such a product, which would ensure compliance with provisions of the contract;
- to respectively reduce the price of the product;
- to cancel the contract and reimburse the money paid for the product.

Right of withdrawal

The consumer may exercise the guaranteed right of withdrawal and to withdraw from the concluded purchase transaction unilaterally by completing a [withdrawal form \(its model and withdrawal instructions are available at this link\)](#) and sending it to the seller's registered address or e-mail.

The right of withdrawal may be exercised no later than within 14 days from the day on which the buyer acquires possession of the goods. If the buyer exercises the right of withdrawal, it is the buyer's duty to cover the seller's costs guaranteed by the Consumer Rights Protection Law, including direct product return costs.

In individual cases, as provided for by regulatory enactments of the Republic of Latvia, the consumer cannot exercise the right of withdrawal, including, if the products has been manufactured as per the buyer's instruction or it is unequivocally customised.

Processing of personal data

The seller processes the personal data received from natural persons for the purposes of completion of concluded purchase transactions and in strict compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) and the regulatory enactments of the Republic of Latvia regulating processing of such data. Detailed information is available at [http://www.energokomplekss.lv/privātuma politika/](http://www.energokomplekss.lv/privātuma_politika/)

Governing law and disputes

Regulatory enactments of the Republic of Latvia are applicable to the goods purchase transaction and resolution of disputes between the seller and the buyer.

Any claims received from potential buyers or buyers regarding the operation of the online store, including the goods purchased, will be reviewed by the seller within 10 (ten) working days and will provide a written reply.