

## Who we are

SIA "Altes", registration number: 45403042897, registered office: Vienības gatve 87e, Rīga, Latvia, LV-1004 Terms of Use.

## General terms and conditions of business

If a consumer purchases goods/services through the Website, such mutual agreement shall be considered a distance contract and shall be governed by the legal provisions of the Republic of Latvia regulating distance contracts, including but not limited to the Consumer Protection Law of the Republic of Latvia, the Cabinet of Ministers Regulations on Distance Contracts and other applicable regulations.

## Make purchases

The prices and specifications of the products offered in the online shop are indicated next to each product.

To place an order, add the desired products to your shopping cart. Fill in all required fields and select the most appropriate delivery method. The total order amount, including delivery costs, will then be displayed on the screen. Complete the payment to finalize the order.

## Payment terms

The currency for transactions on the Site is Euro (EUR). Purchases can be paid using the following payment methods provided by the STRIPE payment platform:

- **Visa/Mastercard card payments**
- PayPal payments

**Note!** If you are using online banking as your payment method, confirm your order and click the "Return to Merchant" button.

The personal data required for payment processing will be transmitted to the licensed payment institution STRIPE or PayPal.

The contract enters into force upon successful receipt of payment into the online store's bank account. If the order cannot be executed for any reason, the buyer will be notified and the amount paid will be refunded as soon as possible, but no later than 14 days after receipt of the notification.

## Delivery conditions

Products are delivered to most European countries. Purchased items are shipped via reliable courier services to ensure safe and timely delivery.

We process and ship orders within **2–5 business days from our warehouse in Germany** to ensure a fast and efficient service. We work with trusted shipping providers such as **DPD, DHL, UPS, and FedEx** and offer both courier delivery and pickup from parcel stations, where available.

All customs duties and taxes required for receipt of the shipment at the delivery destination must be borne by the buyer. Shipping costs will be displayed before order confirmation.

The purchased products are usually delivered to the address provided by the buyer within 3-5 working days.

## **Right of withdrawal**

The buyer has the right to withdraw from the purchase within 14 calendar days of receiving the product. (Depending on the product, the buyer may not have a mandatory right of withdrawal; in such cases, the reason must be clearly stated and explained.) The right of withdrawal does not apply if the buyer is a legal entity.

To exercise the 14-day right of withdrawal, the product must only be used as intended. The consumer is responsible for maintaining the quality and safety of the product during the withdrawal period.

If the product has been used improperly or has been damaged due to incorrect handling, has not been used according to the instructions, is missing the original packaging or is significantly damaged, the online store reserves the right to reduce the refundable amount in accordance with the depreciation of the product.

To exercise your right of withdrawal, you must submit the withdrawal form available on our website: [Return form](#) , no later than 14 days after receipt of the goods.

The buyer bears the return shipping costs, except in cases where the reason for the return is that the product does not correspond to the order (e.g., incorrect or damaged product). The buyer is obliged to return the goods to the seller immediately and no later than 14 days after submitting the withdrawal form. Upon receipt of the returned goods,

the online store will promptly refund the buyer all payments arising from the distance contract, but no later than 14 days after receipt of the goods.

The seller reserves the right to withhold the refund until the goods have been received or proof of return has been provided. If the buyer has chosen a more expensive shipping method than the least expensive option offered by the online store, the online store is not obligated to refund the additional shipping costs. The online store is not liable for delays, non-performance, or other failures in performance caused by circumstances beyond the reasonable control of the online store.

The online store reserves the right to refuse to sell goods and demand their return from the buyer if the price indicated on the website is significantly lower than the market price due to an error.

## Consumer rights in the case of non-compliant products

The online store is responsible for any nonconformities or defects in the goods sold to the buyer that occur within 6 months of the delivery date or that were already present at the time of delivery, unless this assumption is inconsistent with the nature of the goods or the defect itself. The buyer must notify the seller of the nonconformity promptly, but no later than 2 months after the defect was discovered, by submitting a complaint.

Complaints can be submitted by contacting the online store by email at [hello@drflex.eu](mailto:hello@drflex.eu).

The online store is not liable for defects that appear after delivery of the goods to the buyer. If the purchased goods have defects for which the seller is responsible, the buyer has the right to demand that the defects be remedied or to exchange the goods for a new one free of charge.

If the goods cannot be repaired or replaced, the seller will refund all payments made under the distance contract. The seller must provide the buyer with a written response to the complaint within 15 days.

## Processing of the buyer's personal data

The online shop only processes the personal data provided by the buyer during the ordering process, such as name, surname, email address, etc.

The online shop transmits personal data to the transport service provider(s) to ensure the delivery of the goods.

If you have explicitly consented to receive our marketing communications, including updates and offers, we may contact you periodically with information about our services and latest promotions. For this purpose, we may process the email address you

provided when signing up for marketing communications. The buyer may unsubscribe from marketing communications at any time by notifying us via email at [hello@drflex.eu](mailto:hello@drflex.eu) .

## Dispute resolution procedures

For matters not regulated by these Terms and Conditions, the Buyer and the Seller agree to comply with the laws and regulations of the Republic of Latvia.

All disputes between the Seller and the Buyer shall be settled through mutual negotiations or correspondence. If a dispute cannot be resolved through these means, it shall be decided by the courts of the Republic of Latvia in accordance with Latvian law.

Disputes between the buyer (consumer) and the seller may also be submitted to the Consumer Rights Protection Center or the courts of the Republic of Latvia.

The buyer also has the right to request dispute resolution through the dispute resolution bodies of the European Union.