

## **General Terms and Conditions**

**Customer** – an individual placing orders in the online store [www.kartes.lv](http://www.kartes.lv) and recipient of the ordered Product.

**Seller** – LLC Karšu izdevniecība Jāņa sēta.

**Online Store** – a website with the internet address [www.kartes.lv](http://www.kartes.lv). In the Online Store, the Customers are offered the Seller's Products as well as the terms and conditions of payment and delivery of the ordered Products.

**Website** – [www.kartes.lv](http://www.kartes.lv).

**Product** – a material unit that is in the circulation of products and is offered for sale on the Website.

**Order** – a duly executed request from the Customer to deliver the Products selected on the Website to the address specified by the Customer.

**Distance Agreement** – an agreement on the purchase of products or provision of services concluded in absence by using means of distance communication.

The Website owner and administrator is:

LLC Karšu izdevniecība Jāņa sēta

Krasta iela 105a, Rīga, Latvia, LV-1019

Tel. +371 67317540

Fax +371 67317541

Email: [kartes@kartes.lv](mailto:kartes@kartes.lv)

Unified registration No. 40003426448

Mutual relations between the Customer and the Seller are governed by the laws and regulations of the Republic of Latvia.

When ordering a Product via the Online Store [kartes.lv](http://kartes.lv), the Customer agrees to the Product Sale Regulations (hereinafter the Regulations) as well as when the Order is confirmed by the Customer, it is considered as a *Distance Agreement* between the Seller and the Customer.

In the event of questions or discrepancies the Customer shall contact the Seller by telephone, shall use the e-mail address [kartes@kartes.lv](mailto:kartes@kartes.lv), or call +371 22019364. To the extent possible, the Parties shall resolve all discrepancies through negotiations.

The Seller has the right to amend these Terms and Conditions.

### **Conditions for Purchase**

Execution of the Order is available to the Customer with or without registration on the Website.

All Product prices on the Website [kartes.lv](http://kartes.lv) are indicated including value added tax.

When ordering, it is necessary to specify the e-mail address so that a waybill-invoice and other required documentation may be sent to the Customer.

A sending fee is applied to all orders where the value of the Products is less than 19.95 euros and it depends on the delivery option and the country of destination (see *Delivery*).

Receipt of Products in the office of LLC Karšu izdevniecība Jāņa sēta is free of charge.

In the Baltic states (Latvia, Lithuania and Estonia) the delivery fee is not applied if the total amount of Products selected by you is 19.95 euros or more.

Before executing the Order, the Customer has the right to contact the Seller to clarify the Product details. If the Customer has not asked the Seller for detailed explanations, it is considered that the Customer, upon executing the Order, had no doubt as to the properties of the Product.

In the event that there is not a sufficient quantity of Products in the Seller's warehouse the Seller is entitled to cancel the given item in the Customer's Order, notifying the Customer about it by sending a notice to the email address specified by the Customer.

Owners of the Online Store [kartes.lv](http://kartes.lv) are not responsible for image colour parameter delivery to the Customer's display.

Online Store [kartes.lv](http://kartes.lv) reserves the right not to complete the order if the Online Store fails to contact the Customer via the phone number or e-mail specified by him.

In the event of questions, it is possible to call +371 22019364 or write to the e-mail address: kartes@kartes.lv

### **Payment**

Payment for the Order on the Website is made through the payment system *Paysera* or by bank transfer.

Authorisation services in bank card operations or internet banking are provided by *Paysera*. When opting for bank transfer, an electronic invoice will be sent to you within 24 hours after placing the Order. If the invoice has not been received, please contact us at kartes@kartes.lv. Product dispatch is performed within 1 (one) business day after the receipt of payment.

### **Delivery**

Products are delivered all over the world.

Product delivery in the Baltic states is free of charge if the value of the Order is 19.95 euros and more.

Product delivery costs are indicated when executing the purchase.

The Order is delivered to the Customer or a person specified in the Order as a recipient of the Order. The term for receipt of the Product depends on the timely payment for the Order by the Customer, type of delivery, the region and the country where the Product will be sent, the work of the appropriate delivery service providing for the delivery of the Order and not directly dependent on the Seller.

In most cases, in the Baltic states the Product is delivered within 1-3 business days from the moment of payment.

Wall maps are only delivered by courier, Express mail or upon receipt in the LLC Karšu izdevniecība Jāņa sēta office in Riga, Krasta iela 105A.

#### **Types of Delivery:**

##### **Latvia, Lithuania, Estonia (Baltic states)**

- Receiving in the Karšu izdevniecība Jāņa sēta office at Krasta iela 105A, Riga.
- Omniva parcel machine: 3.19 euros, within 2-3 business days.
- Latvijas Pasts: delivery time: from 3 business days (in the territory of Latvia) up to 6 business days in the territory of the Baltic states.
- By courier: 4.50 euros, within 1-3 business days.

##### **European Union countries**

- Latvijas Pasts: delivery time: from 5 business days to 14 business days.
- Express mail: price and delivery time depends on the country where the Product will be delivered. Express mail delivery time and price list is available [here](#).

##### **Outside the European Union**

- Latvijas Pasts: delivery time: from 5 business days to 25 business days.
- Express mail: price and delivery time depends on the country where the Product will be delivered. Express mail delivery time and price list is available [here](#).

### **Product Return and Warranty**

Product return and exchange is provided in accordance with the Consumer Rights Protection Law. Purchased products can be returned within 14 days after the moment of product receipt and the money paid may be recovered by completing the **Refusal form** and by contacting us by e-mail: kartes@kartes.lv or by phone: +371 22019364.

You can return the Product by bringing it or sending it, together with the refusal form, to the LLC Karšu izdevniecība Jāņa sēta office at Krasta iela 105A, Riga, LV-1019.

The Product must be returned unused, unopened and in the undamaged package.

If you use the right of refusal and it is not related to non-compliance of the respective product or service with the provisions of the agreement, then you will be obliged to cover the costs associated with returning the product.

To meet the deadline for using the right of refusal, it is sufficient if you send your notification regarding using the right of refusal before expiry of the deadline.

The right of refusal does not apply to legal entities.

### **Data Protection**

The Website may use cookies to improve the Website user experience.

Secure purchases in the Online Store kartes.lv are ensured by the SSL (*Secure Socket Layer*) certificate. The SSL certificate is used to protect websites where the user provides his details, such as logging in to the system, in the shopping cart, etc.

