

Distance contract is concluded on the website Zauers.lv between company Mudeg SIA, registration No. LV40203212595, registered 22.05.2019, legal address Rīga, Brīvības gatve 231- 38, Rīga, and Customer who places an order or makes a purchase in the online shop Zauers.lv. Distance contract applies to all the orders and purchases made in the online shop Zauers.lv. This distance contract does not apply to purchases which have been made by purchasing goods in Mudeg SIA shop.

1. General conditions regarding the placement of orders.

1.1. With this contract Zauers.lv pledges to deliver the item ordered by Consumer in the online shop Zauers.lv, but the Consumer pledges to accept the item and pay for it according to the selected form of delivery.

1.2. In terms of this distance contract goods are ordered only in the online shop Zauers.lv by filling in all the necessary fields and pressing the button "order". The placement of order at Zauers.lv is regarded as an offer to conclude this Distance contract about the delivery of goods and as an agreement of Customer to purchase the goods at the given price. If the order has been placed correctly, a sign will appear.

1.3. After completing the order, Customer will receive confirmation e-mail. When the Customer has received "Zauers.lv automatic order confirmation", it can be deemed that Zauers.lv has accepted the offer of the Customer, has joined this Distance contract and the particular Distance contract can be regarded as concluded between the Customer and Zauers.lv.

1.4. All the prices at Zauers.lv online shop are shown with VAT 21%. The price of each item and delivery costs are displayed in the bill.

## **2. Ways of delivery and their costs.**

2.1. Online shop Zauers.lv offers three ways of order delivery: 1) delivery by courier; 2) delivery by SIA "DPD Latvija" parcel service; 3) receiving the order at Zauers.lv office. Conditions of delivery and its costs may vary according to selected delivery.

## **3. Fulfilment of an order.**

3.1. In Riga - 1-3 business days from the moment of order confirmation if the item is in stock.

3.2. In Latvia - 2-3 business days after money has been transferred to the bank account.

3.3. For items which are not in stock, the fulfilment of order is from 1 week until 3 weeks.

## **4. In case of impossible delivery.**

If the item ordered by Customer is not in stock: 1) the Customer is being informed about it by phone. In this case the Customer will receive full refund if the item has been paid for by bank transfer or the Customer will be offered an equivalent item for an equivalent price.

Considering that the Seller's online store offers a very wide range of Products, despite all reasonable efforts of the Seller, it cannot be ruled out that the price of the Products may be incorrectly indicated due to a technical error beyond the control of the Seller. If the Seller finds that the price of the Goods is incorrect, the Seller will notify the Buyer by e-mail or other means of communication (phone or SMS) and cancel the order. The Buyer, if he wants to buy the same Goods at a new, correctly indicated price, must order the same Goods at a new.

## **5. Returning of items.**

5.1. If the Customer is willing to return item, he/she must write to [info@zauers.lv](mailto:info@zauers.lv) and indicate name, surname and order number.

5.2.1. Returning of items:

Customer must fill in and sign the return form (see the link below). The item must be delivered or shipped to the address of Zauers.lv.

5.2.2. After the item has been received the money will be transferred to Customer's bank account which has been indicated in the return form.

5.2.3. Customer takes upon the risk of transportation when sending the item back.

5.3. Customer has the rights to submit a claim for manufacturer, seller or provider of service about a

faulty item or service in two years' time since the purchase of an item or receiving the service.

#### **6. Guarantee.**

**Online shop Zauers.lv provides manufacturer guarantee for all the items. Guarantee is valid only if the Customer can provide a bank receipt if the item has been paid for by bank transfer or by providing a cash-register receipt if the item has been paid for in cash. Guarantee does not apply to cases when the defect has appeared because of faulty use, care or in cases of wear. If you have any questions, please, do not hesitate to contact our client support [info@zauers.lv](mailto:info@zauers.lv)**

[Download return form as .pdf](#)

More information about Consumer rights is available at [PTAC home page](#).