Terms of sale

**The**  owner of the Willing **Buddy online store** (hereinafter the Online Store) is KNM EESTI OÜ (registry code 14633275) located at Kadaka tee 133, Tallinn, 12915.

#  Validity of the sales contract, product 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 delivery fee will be added to the price. The delivery fee depends on the location of the buyer and the method of delivery. The fee for picking up the hand isdisplayed to the buyer when placing the order. Information about the goods is provided in the Online Store directly next to the goods.

#  Placing an order

 To order goods, you must add the desired products to the shopping cart. To place an order, you must fill in the required data andchoose the appropriate method of delivery.

The amount of the fee will then be displayed on the screen, which can be paid in euros based on a bank link or invoice. The bank link service is provided by ESTO AS. The contract enters into force upon receipt of the amount payable to the bank 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 buyer will be notified as soon as possible and the money paid (incl. delivery costs) will be refunded immediately, but not later than within 14 daysof sending them.

# Delivery

Goods are sent to Itella and Omniva parcel machines within Estonia. Shipping costs are borne by the buyer and the corresponding price information is displayed next to the shipping method.

 Shipments within Estonia generally reach the destination specified by the buyer within 3-7 working days from the entry into force of the ping. In exceptional cases, you have 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 in the cases listed in § 53 (4) of the Law of Obligations Act, for example , in the case of goods that deteriorate or age quickly, are not eligible for return for health or hygiene reasons, and if they are open after delivery. Itdoes not apply if the buyer is a legal person.

In order to exercise the 14-day right of return, the ordered goods may not be used in any other way than is necessary to verify the nature, characteristics and functioning of the goods in the manner permitted for testing the goods in a physical store. If the goods have been used for purposes other than those necessary to ascertain the nature, characteristics and functioning of the goods or have signs of use or wear, the Online Store has the right to reduce the refundable fee according to the decrease in the value of the goods.

In order to return the goods[,](https://media.voog.com/0000/0046/5274/files/Lepingust%20taganemise%20avaldus.docx) an  [application](https://media.voog.com/0000/0046/5274/files/Lepingust%20taganemise%20avaldus.docx) for  [withdrawal](https://media.voog.com/0000/0046/5274/files/Lepingust%20taganemise%20avaldus.docx) from the purchase of the goods must be submitted and sent to the e-mail address info@knm.ee no later than within 14 days of receiving the goods.

The cost of returning the goods shall be borne by the buyer, unless the reason for the return is the fact that the item to be returned does not correspond to what was ordered (e.g. a wrong or defective item). The buyer must return the goods within 14 days of submitting the application or provide proof that he has handed over the goods to the carrier within the aforementioned period. The online store returns the returned goods to the buyer immediately, but not later than after 14 days

from the receipt of the withdrawal application, all fees received from the buyer under the contract. The online store may refuse to make refunds until the item that is the subject of the contract has been returned or until the buyer has provided proof that he has returned the item, whichever is earlier.

If the buyer has explicitly chosen a delivery method different from the cheapest usual delivery method offered by the online store, the online store does not have to reimburse the consumer for a cost that exceeds the usual method of deliveryfor each related cost.

The online store has the right to withdraw from the sales 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 an error.

#  Right to file a claim

The online store is responsible for the non-contractual nature or defect of the goods sold to the buyer, which already existed at the time of delivery of the item and which becomes apparent within two years from the delivery of the goods to the buyer. Within the first six months of delivery of the thing to the buyer, it is assumed that the defect already existed at the time of delivery of the thing. It is the responsibility of the Online Store to refute the respective premise.

The buyer has the right to turn to the online store within two months at the latest by sending an e-mail to the address info@knm.ee.

The online store is not responsible for defects that have arisen after the delivery of the goods to the buyer. If the goods purchased from the Online Store have defects for which the Online Store is responsible, the Online Store will repair or replace the defective goods. If the goods cannot be repaired or replaced, the Online Store will return to the buyer all fees associated with the sales contract. The online store will respond to the consumer's complaint in writing or in a form that can be reproduced in writing within 15 days.

#  Processing of personal data

The onlinestore uses the personal data entered by the buyer (incl. name, phone number, address, e-mail address, bank details) to process the order and send the goods to the buyer. The online store transmits personal data to transport companies such as Itella Estonia OÜ and AS Eesti Post in order to deliver the goods, and the personal data necessary for making payments to the authorized processor ESTO AS.

OÜ KNM EESTI may send information about its services, products, newsletters and offers to customers by e-mail or phone, if the customer has given us their contact details and consent, but this is so long as the customer has not asked for the termination of the latest activities or left the group of newsletter recipients, notifying the Online Store thereof by e-mail info@knm.ee or following the instructions specified in the offer.

More detailed principles of processing personal data are set out [in the Privacy Policy.](https://media.voog.com/0000/0046/5274/files/Privaatsuspoliitika_EE.pdf)

#  Settlement of disputes

If the buyer has any complaints about the Online Store, they must be sent to the e-mail address info@knm.ee. If the buyer and the online store are unable to resolve the dispute by agreement, the buyer canturn to the Consumer Disputes Committee of the Consumer Protection and Technical Regulatory Authority. The Consumer Disputes Committee is competent to resolve disputes arising from the contract concluded between the buyer and the online store . The consideration of the buyer's complaint by the commission is a feea. The buyer may turn to the European Union's consumer dispute resolution platform for the resolution of cross-border disputes.