

Terms of purchase and sale of goods on Lawood.lv website

1. General terms.

1.1. These terms of purchase, together with the documents specified in these terms, are intended to provide information about SIA "C&T Rental" ("Seller"), as well as to present the terms of purchase and sale of goods sold in the online store ("Terms") to the persons specified in Rule 1.4 . point ("Buyer"), and who purchase goods ("Goods") in the online store at www.lawood.lv

1.2. Before ordering any Products in the online store, please read these Terms carefully and make sure you understand them correctly. Please note that before completing the order, the Buyer is obliged to agree to these Terms and Privacy Policy, without this consent, completing the order and ordering the Product is impossible. The Terms approved in this way are a legal document binding on the Parties, which determine the rights and obligations of the Buyer and the Seller, the terms of purchase and payment of goods, the procedure for the delivery and return of goods, the responsibility of the parties and other provisions related to the purchase and sale of goods.

1.3. We also inform you that these Terms may be amended, according to the needs of the online store or if amendments are planned to the legislation of the Republic of Latvia. Every time you order Products, we recommend you to review the Terms, so that you always make sure that you have fully understood the conditions under which the order will be made at the time of purchase.

1.4 Buyers that have the right to buy goods on lawood.lv,

1. who are natural persons capable of acting - a person who is of legal age and whose legal capacity is not limited by a court judgment;
2. a minor between the ages of 14 and 18 who has the consent of his parents or guardians, except for cases where the person has been granted early majority or the person is considered to be of legal age;
3. legal entities.

2. Goods.

2.1. The images of the Products provided in the online store are illustrative in nature. The Seller cannot guarantee that the screen of the Buyer's device will accurately reflect the colors of the Goods. The buyer hereby understands that the Products may differ slightly from their images. The product is considered appropriate if it corresponds to the model and/or description provided in the online store.

2.2 All Items not listed as SOLD OUT are available. In the event that it is not possible to sell the ordered Product according to Rule 4.9. due to the stated circumstances, the Buyer is informed of the response by e-mail or other means of communication (by phone call with SMS) and the order for such Product is cancelled.

2.3. The seller has the right to determine the minimum and/or maximum order quantity for a specific product in one order.

3. Processing of personal data.

3.1. The Seller processes the Buyer's personal data in accordance with the [Privacy Policy](#). We advise the Buyer to read them carefully and make sure that all these terms are understandable and acceptable.

4. Ordering goods. Conclusion of the purchase-sale agreement.

4.1. Buyers specified in Rule 1.4 may purchase Products in this online store.

4.2. When ordering the goods, the Buyer, by confirming the Terms, confirms that he complies with criteria 1.4 Rule of the Terms and that he has the right to purchase goods in this online store.

4.3. It is recommended to carefully read and check the submitted order information at each stage of order submission.

4.4. The contract between the Buyer and the Seller is considered to be concluded at the moment when the Buyer has created a basket of goods in the online store, specified the Buyer's name, surname and delivery address, postal code, selected the payment method and familiarized himself with these Terms, pressed the "Buy" button and paid order. If the Order is not paid, the contract is considered not concluded. The Seller has the right to contact the Buyer using the phone number or e-mail address specified in the order, based on the concluded contract or resolving any uncertainties related to the performance of the contract.

4.5. When the Buyer submits the order and pays for it, an e-mail is sent to him confirming the receipt of the order.

4.6. When preparing the order, the Seller sends the Buyer an e-mail informing him that the Goods have been sent to the Buyer or have been prepared for collection at the office in Riga, Rītausmas Street 4a.

4.7. Each Buyer's order is registered and saved in the online store's database in accordance with the procedures specified in the [Privacy Policy](#).

4.8. By concluding the Agreement, the Buyer agrees that an electronic invoice with purchase information will be sent to the specified e-mail address at the time of purchase.

4.9. In the event that the Seller does not have the opportunity to sell the Product, for example, because the Product is not in stock (due to an error in the warehouse system), or due to an error related to the price indicated in the online store, the Seller informs the Buyer about it by e-mail or by other means (by phone call or by SMS) and the order will be cancelled. In case the Buyer has already paid for the Product, the Seller will refund the paid amounts within 14 (fourteen) calendar days.

5. Buyer's rights and obligations.

5.1. The buyer has the right to purchase goods and order services in the online store in accordance with the procedures specified in these Terms.

5.2. The buyer has the right to cancel the order in accordance with the procedures specified in these Terms.

5.3. The buyer has the right to withdraw from the Agreement in accordance with the procedures specified in these Terms.

5.4. The buyer has the right to exchange or return the purchased goods in accordance

with the procedures specified in these Terms.

5.5. The buyer has the rights specified in these Terms, the [Privacy Policy](#) and the legal acts of the Republic of Latvia.

5.6. The buyer undertakes to provide only correct and complete information in the purchase form.

5.7. The buyer undertakes to use the online store honestly and correctly, not to harm its work or stable operation.

5.8. The buyer is obliged to pay for the ordered Goods and accept them in accordance with the procedures of these Terms.

5.9. The Buyer undertakes to inspect the Product before starting to use the Product (including before putting it together, assembling, etc.) and making sure that the Product received is the one the Buyer ordered.

5.10. The buyer is obliged to comply with other requirements provided for in these Terms and legal acts of the Republic of Latvia.

6. Obligations of the buyer.

6.1. The Buyer, using the www.lawood.lv website, must fulfill his obligations, comply with these Terms, the [Privacy Policy](#) and other regulations that are clearly indicated on the www.lawood.lv website, and the Buyer must also not violate the laws of the Republic of Latvia.

7. Rights and obligations of the seller.

7.1. The Seller has the right to cancel the Buyer's order without prior notice if the Buyer chooses the payment method mentioned in clauses 3 and 4 of Rule 10.2 and does not pay for the goods within 3 (three) working days, if the Buyer has not agreed on other payment terms with the Seller.

7.2. If the Seller has any doubts regarding the order information, the Seller has the right to contact the Buyer using the details specified in the order. In this case, the term of delivery of goods starts from the day when the Seller has contacted the Buyer.

7.3. The Seller has the right to cancel the order without prior notice to the Buyer:

1. if the Seller fails to contact the Buyer within 2 (two) business days after submitting the order;
2. if the Buyer does not provide the Seller with the requested information within the deadline specified by the Seller;
3. if the Buyer does not give the Seller consent to check his personal data.

7.4. The seller has the rights specified in these Terms, the [Privacy Policy](#) and the legal acts of the Republic of Latvia.

7.5. The seller undertakes:

1. make every effort to ensure the conditions for the Buyer to properly use the services provided by the online store;
2. respect the Buyer's privacy, process the Buyer's personal data only in accordance with the procedures specified in the Terms, [Privacy Policy](#) and legislation of the Republic of Latvia.

3. The seller undertakes to comply with all requirements specified in these Terms.

8. Obligations of the seller.

- 8.1. The Seller undertakes to fulfill the Buyer's orders in accordance with the procedures specified in these Terms and to communicate with the Buyer using only the contact information provided by the Buyer.
- 8.2. The Seller undertakes to respect the Buyer's privacy, to process the Buyer's Personal Data only in accordance with the Terms, [Privacy Policy](#) and legislation of the Republic of Latvia and the European Union.
- 8.3. According to the conditions of the Terms, the Seller undertakes to deliver the Goods ordered by the Buyer and to accept the goods sent back by the Buyer.
- 8.4. If the Seller is unable to deliver the ordered Product to the Buyer due to important circumstances, the Seller undertakes to refund the Buyer within 14 (fourteen) working days, if prepayment has been made, and cancel the order.
- 8.5. The seller undertakes to fulfill the other obligations imposed on it by these Terms, the [Privacy Policy](#) and the legislation of the Republic of Latvia.

9. Right to withdraw from the purchase contract, return and exchange of goods.

- 9.1. The Buyer (natural person) has the right to use the right of refusal, without giving a reason, if the Buyer does not like the shape, size, color, model or package of the purchased goods and unilaterally withdraw from the Agreement by returning the received Goods - in the time period specified in point 9.3 of these Terms. This provision means that when reconsidering or for other reasons deciding to abandon the Product, the Buyer has the right to notify the Seller of his request to return the goods to the Seller and receive the paid money. The costs of returning the product must be borne by the Buyer.
- 9.2. The buyer (natural person) cannot use the right of refusal and cannot return the Goods in the cases specified in point 22 [Cabinet of Ministers 20.05.2014. regulation no. 255 "Rules on distance contracts"](#) and also if:

1. The Product is made according to the Buyer's instructions or the Product is clearly personalized (adapted to the Buyer's personal needs);
2. The product is perishable or soon to expire;
3. The Buyer has opened the packaging for the Product, which cannot be returned due to health and hygiene reasons;
4. Due to its characteristics, the product is irreversibly mixed with other things after delivery;
5. The buyer has opened the package of the audio recording or video recording or computer programs;
6. newspapers, periodicals or magazines are supplied, except where they are supplied under a subscription agreement;
7. baby clothes are unpacked and used;
8. baby toys, baby care products have been unpacked and used;

9. shoes and clothes are used;
10. perfumery, cosmetics and body care products have been unpacked and used;
11. men's, boys', women's or girls' knitted underwear unwrapped and used;
12. tights, socks, stockings and similar products have been unpacked and used;
13. medical or surgical devices and apparatus are unpacked;

9.3. The buyer has the right to exchange the purchased goods for similar goods of other sizes, shapes, colors, models or packages within 14 (fourteen) days from the delivery of the goods. If a price difference occurs when exchanging goods, the Buyer must settle with the Seller according to the recalculated prices.

9.4. The 14-day period for exercising the right of withdrawal is calculated as follows:

1. if the Product is purchased by concluding the Agreement - from the day when the Buyer or a third party indicated by the Buyer, who is not a carrier, has received the Product;
2. if the Buyer has ordered several Goods in one order, which are delivered separately, - from the day when the Buyer or a third party indicated by the Buyer, who is not a carrier, has received the last Goods;
3. if the Product consisting of several lots or parts is delivered - from the day when the Buyer or a third party indicated by the Buyer, who is not a carrier, has received the last lot or part of the Product;
4. for contracts for regular delivery of Goods - from the day when the Buyer or a third party indicated by the Buyer, who is not a carrier (courier), has received the first item.
5. If the end of the term falls on an "officially" designated holiday in the country, the right of withdrawal can be exercised until the working day following the end date of the said term (including it).

9.5. In order to exercise the right of withdrawal, the Buyer must inform the Seller of the decision to withdraw from the Agreement by sending or submitting a relevant written notice in free form, which would include the Buyer's notice of withdrawal from the Agreement, or by filling out the withdrawal form in [PDF format](#), [WORD format](#). The cancellation notice and the Cancellation form can be sent electronically to the e-mail address: info@lawood.lv Upon receiving the Buyer's notice electronically, the Seller immediately sends the Buyer confirmation of receipt of the notice to the Buyer's e-mail.

9.6. The Buyer shall return the Goods to the Seller immediately, but no later than within 14 days after submitting or sending the cancellation form or notice of exercising the right of cancellation to the Seller. The deadline is considered met if the Buyer hands over the Goods to the Seller before the expiry of the 14-day deadline. The buyer bears the cost of returning the Product.

9.7. If the Buyer has chosen to pick up the Product at the office, the Buyer has the right to inspect the Product in order to ascertain its nature, characteristics and operations. However, clarification and verification of the nature of the Product shall be carried out to the extent that it is possible to do in the office on site.

9.8. The Buyer is responsible for the decrease in the value of the Product or its use contrary to good faith (including, but not limited to, the cases specified in point 9.9 of these Terms), if the Product was used for a purpose other than to clarify the nature, properties and operation of the Product during the exercise of the right of withdrawal.

9.9. The returned Product must not be damaged or used in a way that goes beyond the use of the Product to determine and test its nature, properties and functions. The buyer tries to keep the original packaging, authentic labels and protective bags for the returned Product. Products must be returned complete with the same accessories with which they were sold, together with the Product instructions and warranty card if they were delivered with the Product. Gifts received for the Goods must also be returned.

9.10. The invoice number and order number must be provided when returning the Product. If possible, the Buyer attaches an invoice so that the Seller can provide the Buyer with a refund for the purchased Product as soon as possible.

9.11. The buyer who returned the Goods will be refunded all money paid for the Goods, including delivery costs. The Seller returns the money for the Goods and delivery costs no later than 14 days from the day the Seller received information about the Buyer's decision to withdraw from the Agreement and received the returned Goods. If only a part of the Goods is returned, the delivery costs will be refunded only if, and only to the extent, the remaining Goods of the same order, if purchased separately, would be charged a lower rate than the tariff charged if the Goods were purchased together with the Goods being returned, which is equal to the specified tariff difference. If the Buyer has chosen to use a delivery method other than the cheapest standard delivery method offered by the Seller, the Seller is not obliged to reimburse the Buyer for additional delivery costs.

9.12. The Seller transfers the refundable amounts to the bank account specified in the Buyer's notice of withdrawal from the Agreement or withdrawal form.

9.13. The Seller has the right to withhold the refund to the Buyer until the Seller has received the Product.

9.14. In case the Goods were delivered to the Buyer after withdrawal from the Agreement:

1. The Buyer is obliged to immediately return the Goods to the Seller;
2. The Buyer is obliged to properly take care of the preservation of the Goods until they are returned to the Seller;
3. The price of the product and the delivery costs shall be compensated to the Buyer in accordance with point 9.11. these Terms.

9.15. In all cases, the buyer has rights arising from improper sale of the Product, which are provided for by the laws of the Republic of Latvia. The return rules specified in point 9 or other clauses of the Terms do not affect the existence of these rights.

9.16. Upon receiving the goods, the Seller undertakes to replace them with the same goods, only in the shape, size, color, model or package as specified by the Buyer. If the Seller does not have an item suitable for exchange, he shall refund the money received for the item to the Buyer. The money is returned to the Buyer within 14

calendar days after the Seller has received the Buyer's notification of the desire to exercise this right, but if the Buyer has not returned the product to the Seller, the term mentioned in this paragraph starts counting from the day the Product is returned to the Seller.

9.17. The Buyer must pay the costs of delivering the goods and the costs of sending the goods back, but the Seller, when he has made sure that the goods have been returned due to inadequate quality, must reimburse the Buyer for the costs of delivery and return shipping.

9.18. The purchase contract is not canceled and the money is not refunded for those goods that have been damaged intentionally or due to negligence (exposed to chemicals, water, open flames, high temperatures, sharp objects, etc.) or if the rules of use or storage of the goods have been violated, or the goods are used incorrectly or inappropriately for the intended task.

9.19. Exchange and return of goods if the wrong goods have been delivered:

1. If the wrong goods have been delivered to the Buyer, the Buyer must be informed immediately, but no later than within 7 working days, by e-mail info@lawood.lv or by calling +371 20577992. Upon receiving information about wrongly delivered goods, the Seller undertakes, at his own expense, the following receive the goods back and replace them with the correct goods. If the Seller does not have the ordered goods, he will refund the money received for the goods to the Buyer. The money is returned to the Buyer within 14 calendar days after the Seller has received the Buyer's notice of withdrawal from the contract and the product.

9.20. The buyer can use the right to return the goods only if the deadline for returning the goods has not been missed. When returning goods, additional requirements are applied: the goods have not been damaged or their appearance has not changed significantly, they have not been used.

9.21. When returning the goods, the Buyer must provide the Seller's address and properly pack the goods so that they are not damaged during transportation. The seller has the right not to refund money for goods returned with defects. The Seller is not responsible for shipments that the Buyer has sent incorrectly packed, with an incorrect address, as well as if the shipments are lost or damaged during transportation.

9.22. If the Buyer has purchased a set of goods, he must return the entire set of goods to the Seller, the buyer can exercise his right to return the goods only in relation to all the goods in the set.

10. Product prices, payment procedures, delivery times and delivery costs.

10.1. The prices of goods are indicated in euros, including VAT (where it is applied) in the amount that is applied at the given time in the Republic of Latvia.

10.2. The Buyer can pay for the ordered goods in one of the following ways (the choice may be limited, so the final list of payment methods applicable to the relevant order is indicated with the relevant order):

1. using internet banking;
2. payment (credit or debit) card online;

3. by bank transfer to the Seller's account specified in the prepaid invoice;
 4. in cash at the office Rītausmas iela 4a, by contacting in advance by phone +371 20577992 or e-mail info@lawood.lv
- 10.3. When the Seller receives payment for the goods, the order is confirmed.
- 10.4. By agreeing to the Terms, the Buyer agrees that the documents for the purchase of goods - invoices, which are also warranty vouchers for the goods, can be issued to him physically together with the goods or electronically to the e-mail address specified in the Buyer's registration form, immediately after the order is fulfilled. The invoices indicate the details of the Seller, the selected goods, their quantity, granted discounts, the final price of the goods, including all taxes, and all other data determined by accounting legislation.
- 10.5. After the Seller has confirmed the order, the price of the goods may change only in exceptional cases, when the price of the goods has changed due to a technical error in the information systems, correction of obvious (negligence) errors, or other objective reasons beyond the Seller's control. If in such a case the Buyer does not agree to purchase the product at the new price, the Buyer may cancel the order by informing the Seller electronically via e-mail info@lawood.lv within 2 working days. After canceling the order in accordance with the procedure specified in this paragraph, the Seller undertakes to refund to the Buyer all the sums he paid for the canceled order.
- 10.6. Product prices may change, but such changes will have no effect on already concluded Agreements. Except for the cases stipulated in point 10.5 of these Terms.
- 10.7. Product prices do not include the costs of order preparation, delivery and handling. The cost of delivery, which is indicated in the online store, may change. Current delivery prices are provided in the "[Delivery](#)" section.
- 10.8. Online payments are provided by third parties (banking institutions) who are not parties to the Agreement concluded between the Buyer and the Seller. Third parties who are entitled to provide non-cash payment services are responsible for the processing of Buyers' data in accordance with the laws and regulations governing the protection of personal data and data security.
- 10.9. Detailed information related to payment is provided in the "[Payment](#)" section.

11. Manufacturer's warranty and Buyer's rights in case of non-conforming goods.

- 11.1. Some of the Goods sold by the Seller are covered by a manufacturer's warranty.
- 11.2. The manufacturer's warranty supplements the Buyer's rights related to poor quality Goods.
- 11.3. The warranty obligations of the product manufacturer are valid only in the event that the product operating conditions have not been violated. Before using the Product, the Buyer must carefully read the Product's operating instructions, if there is one.
- 11.4. Product defects are eliminated, as well as non-conforming Products are replaced or returned, based on the procedures established in these Terms and taking into account the requirements of the applicable legislation of the Republic of Latvia.

11.5. The buyer who wants to file a complaint about low-quality or incompletely assembled Products or for repair, Buyer inform Seller by e-mail info@lawood.lv of returning the possibly non-compliant Product, taking into account that:

1. purchased goods can be returned for warranty repair to the office, address: Rītausmas iela 4a, Rīga, by contacting in advance by phone +371 20577992 or e-mail info@lawood.lv - form for warranty service application in [PDF format](#), [WORD format](#).
2. low-quality goods, as well as goods that do not work and are not subject to warranty repair, can be returned to the office: Rītausmas iela 4a, Rīga, by contacting in advance by phone 20577992 or e-mail info@lawood.lv - form for exchange of goods or refund application in [PDF format](#), [WORD format](#)

11.6. When submitting a complaint, the Buyer must provide the following information:

1. Product invoice and order number. If possible, the Buyer shall attach the invoice so that the Seller can consider the Buyer's complaint as soon as possible;
2. the Product's defect, signs of damage or missing part must be indicated;

11.7. When submitting a complaint, the Buyer must indicate one of the ways in which the Buyer wishes the claim to be resolved:

1. partial return of the purchase amount, taking into account the wear and tear of the Product or the benefit that the Buyer obtained from using the Product, if the Seller and the Buyer have agreed on this;
2. to replace the Product with an analogous Product of appropriate quality within a reasonable period of time without compensation, except in cases where the defects are small/insignificant or were caused by the Buyer's fault;
3. cancel the Agreement and refund to the Buyer the entire amount of money paid for the Product, except for the case where the non-conformity of the Product is minor and cannot significantly affect the Buyer's ability to use the product. The non-conformity of the Product is considered minor if it does not significantly reduce the quality of performance of the basic functions of the Product or the characteristics of use and it can be eliminated without causing visually detectable changes in the external appearance of the Product.

11.8. When considering a complaint, a response is provided within 14 days from the date of receipt of the complaint. If, for objective reasons, it is not possible to provide a response to the Buyer's complaint within the specified period, the Seller shall immediately inform the Buyer in writing, indicating a reasonable period within which the response will be provided, as well as justifying the need for such an extension.

11.9. Goods of potentially substandard quality are first delivered to the Seller's warranty service. Only upon determination that the Goods are of substandard quality can the Buyer's request for the Goods of substandard quality be fulfilled.

11.10. The duration of the warranty service is from 7 to 30 calendar days. In exceptional cases, if the Goods are sent to warranty service centers in another EU country, the warranty service process of the goods may last from 14 to 70 calendar

days, depending on the nature of the goods. We emphasize that in all cases we try to implement the warranty service process in the shortest possible period of time.

11.11. Devices submitted for warranty service must not contain the Buyer's personal data and SIM cards. The Seller is not responsible and does not cover the costs of recovering and restoring information contained in devices submitted for warranty service.

11.12 Uncollected Goods handed over for warranty service are stored for 3 months. This period begins from the first notification to the Buyer, using the specified contact information (telephone, e-mail address, etc.), that the Buyer can receive the Goods returned from the warranty service center. If the Buyer does not collect the Goods within the specified period, the Seller has the right to no longer store the Goods, the Goods may be disposed of. In such a case, the Seller is not liable for the Buyer's information remaining in the uncollected Goods and other losses of the Buyer that arose in connection with such destruction of the Goods.

12. Delivery of goods.

12.1. When ordering Goods, the Buyer can choose one of the delivery methods specified in the purchase process of the goods for sale.

12.2. If the Buyer chooses home delivery of goods when placing an order:

1. The buyer undertakes to indicate the exact place of delivery of the goods.
2. The Buyer undertakes to accept the goods himself. At the time of receipt of the goods, a valid personal identification document (identity card or passport) must be presented. If the Buyer does not accept the goods himself, although the goods have been delivered to the address specified by the Buyer, the Seller has the right to transfer the goods to another person located at the specified address, and the Buyer will not have the right to make any claims to the Seller for the delivery of the goods to the wrong person.
3. The goods are delivered by the Seller or its authorized representative.
4. The fee for home delivery does not include bringing the ordered goods above the first floor.
5. The exact delivery price depends on the weight and price of the ordered Goods. Current delivery prices are provided in the [Delivery](#) section.
6. Ownership of the Goods shall pass to the Buyer at the moment when the Seller's courier hands over the Goods to the Buyer. If the Buyer chooses a carrier for the Goods that is not the supplier proposed by the Seller, in this case the specified risk shall pass to the Buyer at the moment when the Goods are handed over to the carrier.
7. If damage to the package of the shipment is detected, the Buyer or a third party indicated by the Buyer has the right not to accept the shipment. In such a case, the representative of the organization providing courier services, together with the Buyer or a third party indicated by the Buyer, shall fill out a special shipment inspection report, which shall be submitted by the representative of the organization providing courier services, indicating the detected damage.

8. The Buyer or a third party indicated by the Buyer, upon accepting the shipment and signing on the data storage device provided by the representative of the courier service organization or on a paper delivery confirmation without notes, shall be deemed to have delivered the Goods in a proper manner.
 9. If the Goods are not delivered on the scheduled delivery date, the Buyer shall immediately, but no later than the day following the scheduled delivery date, inform the Seller thereof.
 10. If the Goods are not accepted by the Buyer, the Buyer is obliged to provide the details of the person accepting the Goods when filling in the order delivery information.
 11. The Buyer is obliged to check the packaging, quantity, quality, assortment, accessories and completeness of the Goods within 14 days from the date of delivery. If the Buyer fails to fulfill this obligation within the specified period and does not submit a claim to the Seller, it is assumed that the packaging of the Goods is in proper condition and the quantity, quality, assortment, accessories and completeness comply with the terms of the Agreement.
 12. At the time of delivery of the shipment, the Buyer or a third party designated by the Buyer is obliged to check the condition of the shipment packaging together with the vehicle representative.
 13. If the Buyer finds that the shipment is damaged, the Buyer is obliged to:
 - indicate this to the courier who delivered the Product;
 - Note on the delivery document that the packaging is damaged and fill out the Packaging Damage (Inspection) Report together with the courier;
 - inspect the Goods inside the packaging and, if they are damaged, record the damage with photographs. The photographs will be required for the return procedure for the delivery of non-conforming Goods;
 - If the packaging of the Product is not damaged, it is not necessary to inspect the Product in the presence of the courier.
- 12.3. If the Buyer, when placing an order, chooses to receive the goods at one of the Latvian Post offices:
1. The buyer can receive the goods at one of the Latvian Post offices by paying the specified purchase and delivery fee. If the buyer does not pay the specified fee, the goods will not be sent.
 2. The goods can be received not only by the recipient specified in the order, but also by another person specified at the time of placing the order. At the time of receiving the goods, the Latvian Post employee must present a valid personal identification document (identity card or passport).
 3. Receiving goods at Latvian post offices is not possible in the following cases:
 - If the total weight of the ordered goods exceeds 20 kg.
 - If it is not possible to provide this service due to the total dimensions of the goods ordered from the Seller.
- 12.4. The Buyer can receive the goods free of charge at the office in Riga, Rītausmas Street 4a. If the Buyer chooses this method when placing the order:

1. After the Seller has prepared the Goods for receipt, the Buyer is informed by e-mail or other means of communication (telephone or SMS) that the Goods are ready for receipt.
2. The ordered goods must be collected no later than 3 business days after the Seller has received payment for the order and has informed the Buyer thereof. Except in cases where the Buyer and the Seller have agreed on a different collection period.
3. The goods can only be received by the person who placed the order or the person specified at the time of placing the order. When receiving the goods, the employee must present a valid personal identification document (identity card or passport).
4. In case of physical receipt of goods in the office - the condition of the shipment and the goods (goods) must be checked by an employee. After the Buyer does not consider claims for damage to the packaging, it is considered that the goods have been handed over in proper condition and are not damaged, as well as there are no discrepancies in the product (goods) (such as can be determined during the external inspection of the goods). If the Buyer finds that the product packaging is damaged (wrinkled, wet or otherwise externally damaged), the product (s) are damaged and/or the product (goods) is incomplete, then the Buyer and the office employee must draw up a free-form act on the damage/inconsistencies of the shipment and/or the product (goods). If the Buyer does not perform these actions, the Seller is released from liability for damage to the goods, if the occurrence of such damage is not related to a factory defect, as well as from liability for discrepancies in the product (goods), but only if such discrepancies can be determined during the external inspection of the goods.

12.5. If the Buyer, when placing an order, selects delivery of the Goods via Omniva parcel machine, DPD PickUp point, Circle K filling station, Latvijas Pasts parcel machine, Venipak parcel machine, Itella parcel machine:

1. Omniva parcel lockers can receive goods weighing up to 30 kg.
2. DPD PickUP points can receive goods weighing up to 20 kg.
3. You can receive goods weighing up to 31.5 kg at Latvijas Pasts parcel machines.
4. Venipak parcel lockers can receive goods weighing up to 30 kg.

12.6. Delivery terms and costs can be described in the ["Delivery"](#) section.

12.7. Delivery times for goods are provisional.

12.8. If the Seller does not deliver the goods within the period specified in the order and the Parties do not agree on an additional period for the delivery of the goods, the Buyer may withdraw from the goods in accordance with the procedure specified in the Regulations.

12.9. The Seller is exempted from liability for violation of the delivery deadline if the goods are not delivered to the Buyer or are not delivered on time due to the fault of third parties who are not related and/or do not depend on the Seller, or due to circumstances dependent on the Buyer.

12.10. The risk of accidental loss or damage to the goods passes to the Buyer from the moment the goods are transferred to the Buyer.

12.11. If the Buyer does not collect the goods within the specified time or fails to deliver them to the Buyer and the Buyer has paid for the goods and their delivery, the Seller or delivery representatives will contact the Buyer to agree on another time and/or method of delivery of the goods. If the Buyer still does not collect the goods or fails to deliver them to the Buyer, such goods will be sent back to the Seller, the order will be cancelled, the Buyer will be refunded the money paid for the goods, but the Buyer will not be refunded the delivery fee paid for the goods.

13. Responsibility.

13.1. The buyer is responsible for illegal actions taken using the www.lawood.lv website.

13.2. The buyer is responsible for the actions taken using the online store, including, but not limited to, the accuracy of the data provided in the purchase form.

13.3. The buyer assumes responsibility for the consequences arising from errors or inaccuracies in the data provided in the registration form.

13.4. The Seller, to the extent not inconsistent with applicable law, is exempted from any liability in cases where losses arise due to the Buyer, disregarding the Seller's recommendations and his/her obligations, not familiarizing himself/herself with these Terms, this [Privacy Policy](#) and other documents specified in the Terms, although such an opportunity was provided to him/her.

13.5. The parties are liable for any breach of the Agreement concluded through the online store in accordance with the procedures set forth in the legal acts of the Republic of Latvia.

13.6. In the event that the Seller violates the provisions of these Terms, it shall be liable for any damage or loss suffered by the Buyer as a foreseeable consequence of the violation of these Terms. Damage or loss shall be deemed foreseeable if it is an obvious consequence of the Seller's violation or if the Seller and the Buyer were aware of such damage or loss at the time of conclusion of the Agreement.

13.7. The Seller supplies the Goods for household and personal use only. The Buyer undertakes not to use the Goods sold for commercial, business or resale purposes, and the Seller shall not be liable for any loss of profit, business losses, operational interruptions or losses related to lost business opportunities incurred by the Buyer.

14. Events beyond the Seller's control.

14.1. The Seller is not liable for any failure to perform or delay in performing the Agreement or any obligations under the Agreement if such failure or delay is due to force majeure.

14.2. In the event of an event beyond the Seller's control that affects the proper performance of the Seller's obligations under the Agreement:

1. The Seller will immediately inform the Buyer;
2. The Seller's performance of its obligations under the Agreement will be suspended and the period for performance of the obligations will be extended

by a period equal to the duration of the event beyond the Seller's control. If events beyond the Seller's control affect the delivery of the Goods to the Buyer, the Seller will agree on a new delivery date after the end of the Seller's events beyond the Seller's control.

15. Marketing activities.

15.1. The seller may launch various promotions or games at their discretion.

15.2. The seller has the right to unilaterally change the rules of promotions or games, as well as cancel them, without prior notice.

16. Information exchange

16.1. All communication regarding the purchase of goods takes place through the contact information provided in the "[Contacts](#)" section.

16.2. SIA C&T R sends all messages to the e-mail address specified when ordering goods or via text message to the phone number specified by the customer in accordance with the procedures set out in these Terms and [Privacy Policy](#).

17. Other rules

17.1. Any Agreement concluded between the Seller and the Buyer shall be subject to these Terms and Conditions together with the documents expressly referred to in the Terms. Any deviations from these Terms and Conditions shall be valid only if they are in writing.

17.2. The Buyer, taking into account the legislation of the Republic of Latvia, has certain rights related to Goods of inadequate quality. No provision of these Terms should be interpreted as limiting or restricting the exercise of such rights.

17.3. The Seller has the right to transfer its rights and obligations under the Agreement to a third party or parties, but the transfer of such rights and obligations will not have any effect on the Buyer's rights and the Seller's obligations under these Terms. In the event of such transfer, the Seller will inform the Buyer by providing information to the e-mail address specified when ordering the goods or by text message to the phone number specified by him.

17.4. The Buyer does not have the right to transfer all or part of the rights or obligations arising from these Terms to a third party or parties without the written consent of the Seller.

17.5. If any provision of these Terms is held by a court to be illegal, invalid or unenforceable, the remaining provisions of these Terms shall remain in full force and effect. Any provision of these Terms that is held to be illegal, invalid or unenforceable in part or in whole shall remain in full force and effect to the extent that it was not held to be illegal, invalid or unenforceable.

17.6. These Terms and the relations between the parties under these Terms (including issues of conclusion, validity, application and termination of the Agreement) shall be governed by the laws of the Republic of Latvia and shall be interpreted on the basis of the laws of the Republic of Latvia.

17.7. Any dispute, controversy or claim arising out of or relating to these Terms, their breach, termination or validity shall be finally resolved in accordance with the procedures set forth in the laws and regulations of the Republic of Latvia.

17.8. Disputes between the Buyer and the Seller shall be resolved through mutual negotiations. If the Seller refuses to satisfy the Buyer's complaint or the Buyer does not agree with the solutions offered by the Seller and determines that his rights or interests were violated, the Buyer may file a complaint with the Consumer Out-of-Court Dispute Resolution Commission, located at Brīvības iela 55, Riga, Latvia, LV-1010, which resolves consumer disputes (more information on dispute resolution is available at <https://www.ptac.gov.lv/lv>)

17.9. In addition to the above, the Buyer may use the electronic dispute resolution platform (ODR) to resolve disputes regarding goods or services purchased on the website. More information <http://ec.europa.eu/odr>.

17.10. These Terms and Conditions have been developed in accordance with the laws of the Republic of Latvia.

You can download these Terms of Sale and Purchase of Goods here.

Effective from 09.11.2023