**Terms of use**

SIA Maruma, registration No. 50103424341, address: Rīga, Vīksnes street 19 - 5A, LV-1069, Latvia hereinafter - the online store - provides the content available on the website and provides goods/services in accordance with the Terms of Use outlined below.

**1. General provisions**

If the consumer purchases goods/services through the website, then such mutual agreement is considered a distance contract and is subject to the laws of the Republic of Latvia, which regulate the distance contract, including, but not limited to, the "Law on the Protection of Consumer Rights" of the Republic of Latvia, Latvia Regulations of the Cabinet of Ministers of the Republic "Regulations on distance contracts" etc.

**2. Making purchases**

The prices and specifications of the products sold in the online store are indicated next to the products. To place an order, add the desired products to the shopping cart. Fill in all the required fields and choose the most suitable delivery method. The total cost of the order with delivery is then displayed on the screen. Make payment for your purchase to complete your order.

**3. Payment terms**

The settlement currency on the site is Euro. The purchase can be paid for by choosing the following payment methods provided by the payment platform makecommerce.lv, Maksekeskus AS:

* Latvian internet bank payments: Swedbank, SEB, Citadele, and Luminor
* Visa/Mastercard payments
* Wire transfers
* PayPal

NB! Using the online banking payment method, confirm the order and click the "Return to merchant" button.

Personal data required for making payments are transferred to the licensed payment institution Maksekeskus AS.

The contract comes into force upon successful payment to the bank account of the online store. If for some reason it will not be possible to fulfill the order, the Buyer will be informed about it and the amount paid will be refunded as soon as possible, but no later than 14 days after receiving the notification.

**4. Terms of delivery**

The goods are delivered using the delivery method chosen by the buyer. All fees and taxes that must be paid to receive the shipment at the delivery destination must be borne by the Buyer. The purchased goods are delivered to the address specified by the Buyer.

Delivery costs depend on the delivery method and product chosen by the Buyer and are displayed before the order is confirmed. The available shipping methods for yarn advent calendars are:

* Using OMNIVA parcels for delivery in Latvia and the Baltic States.
* Using DHL express courier for delivery outside the Baltic States.

**5. Right of withdrawal**

The buyer has the right to refuse the product within 14 calendar days from the moment of receiving the product. (Depending on the product, the buyer may not have a mandatory right of withdrawal, in which case the reason must be clearly indicated and explained). The right of withdrawal is not applicable if the Buyer is a legal entity.

In order to use the 14-day right of withdrawal, the goods may only be used for their intended purposes, the buyer is responsible for maintaining the quality and safety of the goods during the period of exercise of the right of withdrawal. If the goods are used inappropriately or damaged, by neglecting the goods during use or not following the instructions in the instructions, if the original packaging of the goods is lost, or if its packaging is significantly damaged, the online store has the right to reduce the refundable amount according to the decrease in the value of the goods.

To use the right of withdrawal, you must inform the Seller about the return of the goods and the reasons for it within 14 days after receiving the goods. The buyer bears the cost of returning the product, except in cases where the reason for the return is the fact that the returned product does not comply with the Agreement (for example, the wrong or defective product was sent).

After receiving the returned goods, the online store refunds the value of the goods immediately, but no later than 14 days. Shipping costs are non-refundable.

The Seller has the right to withhold payment until he has received the Product back from the Buyer.

The online store is not responsible for delays in the fulfilment of obligations or their non-fulfilment, or other types of non-fulfilment, which have arisen due to circumstances and obstacles that are beyond the reasonable control of the online store.

**6. Buyer's rights for non-conforming goods**

The buyer must inform the seller about the non-conformity of the goods immediately, in writing to the e-mail address of the seller

The online store is not responsible for defects that occurred after the 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 request the elimination of defects in the goods or exchange for new goods free of charge.

**7. Processing of personal data of the buyer**

The online store processes only the personal data entered by the buyer when ordering goods, such as name, surname, e-mail, etc.

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

If you have expressly agreed to receive our marketing communications, including news, we may contact you from time to time with information about our products and the latest offers. For this purpose, we may process the email address that you provided when signing up for marketing communications. The buyer has the option to opt-out of marketing communications by notifying us by writing to hello@marumayarns.com.

**8. Dispute resolution procedure**

In matters that are not discussed in these terms and conditions, the Buyer and the Seller undertake to comply with the laws and regulations in force in the Republic of Latvia. The parties resolve all disputes between the Seller and the Buyer through mutual negotiations or correspondence. If the dispute cannot be resolved through negotiation or correspondence, the Parties will resolve the dispute in the court of the Republic of Latvia, observing the laws and regulations of the Republic of Latvia. Disputes between the Buyer (consumer) and the Seller can be referred to the Consumer Rights Protection Center or the court of the Republic of Latvia for resolution.

The buyer also has the right to appeal to the European Union dispute settlement institutions.