

Terms and Conditions of Transportation and Installation

General Terms and Conditions

- The sales contract is considered concluded once the amount due according to the invoice is received in the bank account of Antista AS (the seller).
- The courier delivers the goods along with the accompanying documents within the timeframe specified in the product description or in the order.
- If the goods ordered by the buyer are not in stock and need to be specially ordered from the supplier, and it turns out that due to circumstances beyond the seller's control it is not possible to deliver the goods within the timeframe specified in the order, the seller will inform the buyer via the phone number or email provided when placing the order within 2 working days from the conclusion of the sales contract. The seller will also notify the buyer of the new delivery date for the ordered goods.
- If the buyer is no longer interested in purchasing the product due to the extended delivery time, the buyer has the right to cancel the order, and the seller will refund the amount paid by the buyer, including the transportation costs.
- The buyer has the right to cancel their order after payment has been made but before the delivery of the goods by sending a corresponding statement along with the order number and bank account number to the seller's email address klienditeenindus@euronics.ee or by calling 640 6400.
- Once the goods ordered by the buyer have been handed over to the courier, the courier will contact the buyer in advance to arrange the delivery time.
- The courier delivers the goods to the address specified by the buyer at the time of order placement. The destination cannot be changed later.
- The buyer should ensure the accuracy of the contact information provided when placing the order to avoid delays and misunderstandings in the delivery of the goods. The seller and the courier company are not liable for delays in delivery or any misunderstandings arising if they were caused by inaccuracies or falsehoods in the contact information provided by the buyer when placing the order.
- The seller and their representatives have the right to refuse to provide services and refund the paid purchase amount if, during pre-contractual negotiations, when placing an order for services, or at the destination of service provision, circumstances arise that prevent the fulfillment of the contract (significant violation of health and sanitary requirements, danger to life and health, violence, a criminal act, or any other significant circumstance that obstructs the fulfillment of the contract). The buyer is obliged to inform the seller as soon as possible of any circumstances that may obstruct the provision of services.
- Upon handing over the goods to the buyer, the buyer must inspect the packaging of the goods, and in case of external damages, immediately inform the courier and record the situation on the delivery note or at the courier's terminal. The buyer must notify the seller of damaged packaging goods by emailing klienditeenindus@euronics.ee or by calling 640 6400.

- When purchasing installation services, the buyer is obliged to ensure that the electrical wiring and plumbing at the installation site meet the requirements and allow for the safe connection of the ordered product to the existing network.
- Additional services (delivery to the room, installations, disposal of old product and packaging) are not provided on islands.
- The delivery terms are valid only within the territory of the Republic of Estonia. If there is a desire to place an order for delivery to a foreign country, the buyer should contact the seller's customer service.

Front door delivery

- The date of delivery cannot be arranged in advance.
- The customer will be informed of the courier's arrival on the morning of the delivery day.
- The product will be delivered to the front door of the house. The service does not include bringing the product inside the house.
- Additional services are only available with "Delivery to the room" service.

Delivery to the room

- Delivery to the room includes carrying the goods into the first living space beyond the apartment or house's exterior door, typically the hall. The service does not include moving the goods to other rooms.
- It is the customer's responsibility to ensure beforehand that the delivery route on the customer's premises and the widths of doors allow for the safe delivery of the goods, including the packaging, to the destination.
- Delivery is not conducted through windows or spiral staircases.
- The "Delivery to the room" service is not available on islands.

Installation

- Installation service is only available when ordered together with the "Delivery to the room" service.
- Before ordering the service, it is the customer's responsibility to ensure that their electrical wiring and plumbing meet the requirements and allow for the safe connection of the ordered product to the existing network. The readiness for connection must be ensured before the installation service is provided.
- Basic installation - placing the television on its stand, connecting the washing machine to the power and water supply, connecting the electric stove and refrigerator to the power supply.
- Special installation - installation of integrated appliances into furniture, existing networks, and mounting the television on the wall.

- The courier has the right to refuse product installation if, in the courier's opinion, special equipment (such as a ladder, crane, winch, high-altitude equipment, other protective gear, etc.) is necessary for the safe installation of the product, or if the customer has not provided essential information necessary for the safe installation of the product at the time of ordering the installation service.
- The installation service does not include additional electrical or plumbing work required to create connectivity readiness.
- Connection of gas stoves is not provided.
- Installation service is not provided on islands.

Additional Services

- Additional services can only be ordered together with the "Delivery to the room" service.
- The product to be disposed of must be disconnected and delivered to the first room by the customer.
- If the disposal of the old product is ordered along with the installation of the new product, the customer does not need to perform disconnection.
- The courier has the right to refuse the disposal of the old product if, in the courier's opinion, it is not possible to dispose of the old product safely (for example: special equipment is required for disconnection, there is a risk of damaging the customer's property when removing it from the room(s), biological, chemical, and physical hazards, etc.).
- The condition of the product to be disposed of must allow for its safe transport.
- Additional services are not provided on islands.