

Terms & Conditions of Delivery & Installation

General Terms

- The sales contract is considered concluded as the receipt of the amount payable according to the invoice to the current account of Antista AS (Seller).
- The courier will deliver the goods together with the accompanying documents within the term specified in the product description or in the order.
- If the Goods ordered by the Buyer are not in stock and are ordered from a special supplier, and it turns out that in circumstances beyond the Seller's control it is not possible to deliver the Goods within the delivery time specified in the order, the Seller shall notify the Buyer by phone or e-mail from the entry into force of the Sales Agreement. The Seller shall also notify the Buyer of the delivery term of the Goods ordered by him.
- If the Buyer is no longer interested in purchasing the product due to the extension of the delivery of the Goods, the Buyer has the right to cancel his order and the Seller returns the amount paid by the Buyer together with the delivery cost.
- The Buyer has the right to cancel his order after paying for the Goods, but before delivery of the Goods, by sending a corresponding application together with the order number and current account number to the Seller's e-mail address epood@euronics.ee or by calling 651 2222.
- If the Goods ordered by the Buyer have been handed over to the courier, the courier shall contact the Buyer in advance to agree on the time of delivery of the Goods.
- The courier delivers the Goods to the address indicated by the Buyer when placing the order. The destination cannot be changed later.
- When placing an order, the buyer should monitor the accuracy of the contact information provided in order to avoid delays and misunderstandings in the delivery of the Goods. The Seller and the courier company shall not be liable for the delay in the delivery of the Goods and any misunderstandings if the delay or misunderstanding was due to the inaccuracy of the information provided by the Buyer when placing the order.
- The Seller and its representatives have the right to refuse to provide services and return the paid price if, during pre-contractual negotiations, placing an order for services or at the place where services are provided, it becomes clear that circumstances have arisen that impede the fulfillment of the contract (significant violation of health and sanitary requirements, threat to life and health, violence, a guilty act or other significant circumstance that is preventing the execution of the contract). The Buyer is obligated to notify the Seller as soon as possible of all circumstances that may interfere with the provision of the services.
- Upon delivery of the Goods to the Buyer, the Buyer must inspect the packaging of the Goods and immediately notify the Courier in case of external damage and record the situation on the delivery note or in the Courier terminal. The Buyer must notify the Seller of the Goods with damaged packaging by e-mail at epood@euronics.ee or by calling 651 2222.

- When purchasing the installation service, the Buyer is obliged to make sure that the electrical wiring and water piping of the installation site meet the requirements and enable the safe connection of the ordered product to the existing network.
- Additional services (delivery to the room, installations, disposal of packaging, and old product) are not offered on the islands.
- Delivery terms are valid only in the territory of the Republic of Estonia. If you wish to order abroad, you should contact the Seller's customer service.

Front door delivery

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

Delivery to the room

- Delivery to the room includes lifting the Goods over the front door of the apartment or private house to the first room, which is usually the hall. This service does not include moving the Goods to other premises.
- It is the customer's responsibility to make sure in advance that the delivery route and door widths in the customer's territory enable the goods to be delivered safely to the destination.
- Delivery is not carried out through windows or spiral staircases.
- Delivery to the room service is not available on the islands.

Installation

- The installation service can only be ordered together with the "Delivery to the room" service.
- Before ordering the service, it is the customer's responsibility to make sure that the customer's electrical wiring and water piping meet the requirements and enable the ordered product to be safely connected to the existing network. The readiness for the connection must be guaranteed before the installation service is provided.
- Easy installation - TV to the stand, washing machine to mains power source and water network, electric stove and refrigerator to mains power source.
- Special installation - installation of integrated equipment into the furniture and existing networks, TV to the wall, and replacement of the door side of refrigerators.
- The installation service does not include additional electrical or plumbing work required to create a connection readiness.

- There is no connection service for gas stoves.
- Installation service is not available on islands.

Additional services

- Additional services can be ordered only with the "Delivery to the room" service.
- The product to be disposed of must be disconnected by the customer and delivered to the first room.
- If the disposal of the old product has been ordered together with the installation of the new product, it is not necessary to perform the disconnection by the customer.
- The condition of the product to be disposed of must allow the product to be delivered safely.
- Additional services are not available on the islands.