

## Right of withdrawal

If you are a Consumer the following Right of Withdrawal applies to you. According to Section 1.3 of the "Consumer Rights Protection Law" *the Consumer is a **natural person** who expresses a wish to purchase, purchases or might purchase, or use goods or a service for a purpose, which is not related to his or her commercial or professional activity.*

In compliance with the Right of Withdrawal the Consumer may return the item without explaining the reason behind it within 14 days as from the moment of purchase.

When you exercise the Right of Withdrawal we kindly ask you to take into account the following conditions:

- examine the item, however, do not use it;
- preserve and do not damage the original packaging and the full set of the item;
- if the item came in a bundle with an additional item or a gift (laptop with a bag, wireless mouse with batteries, graphics card with a game coupon) then the full set must be returned.

The Right of Withdrawal **cannot be exercised** if:

- you have purchased and opened the packaging of a computer game or audio/video recording, or computer software;
- you have purchased a perishable item or an item with expiration date ending soon;
- you have purchased a customized item that is made according to your instructions or a product that is clearly personalized (for example, a PC built from selected components or a laptop with additional memory and/or software installed etc.);
- you have opened the packaging of a product that cannot be returned due to health and hygiene reasons (beard trimmer, epilator, hair straightener, electric toothbrush, in-ear headphones, breathalyzer etc.).

If you wish to exercise the Right of Withdrawal please fill [the Withdrawal Form](#) and bring or send it to our office address Zemitāna iela 9 k-1, Rīga, LV-1012 with a proof of purchase (receipt or invoice) and warranty card attached.

Within fourteen (14) days as from the receipt of the above items we will refund the money to the bank account that you have specified in the Withdrawal Form.

In case of exercising the Right of Withdrawal, the cost of return shall be borne by the Consumer, except in cases where the goods are returned because of a damage in production or delivery process, or due to incorrect technical specification of the product in our catalog.

In case of any questions please contact us by phone +371 67275758 or e-mail: [info@dateks.lv](mailto:info@dateks.lv)