

SALES TERMS AND CONDITIONS

GENERAL CONDITIONS OF SALES

The seller of goods is the company SIA "Animo Forti", established under the laws of Republic of Latvia, registered with Latvian Commercial register under the Nr.40103824574, having its legal seat at Varavīksnes gatve 12-15, Rīga LV-1082, Latvia, that operates online shop from the website www.inch2.com (hereinafter referred as "the Seller").

Postal address / Address of showroom:

SIA "Animo Forti", Elizabetes iela 19, Rīga, LV-1220, Latvia

Customer Care Email: care@inch2.com

Ph. +371 266 333 99

These Sales Terms and Conditions governs sales of goods by the Seller through the online channel www.inch2.com only.

Most of goods sold are hand-made quality shoes, as well as other clothing and other items.

Eligible customers are consumers. The Seller do not sell goods through the online channel www.inch2.com to business entities, incl. individual proprietorships and self-employed persons acting in their business capacity.

PLACING THE ORDER

All information about goods offered for sale is available on the website www.inch2.com .

Customer, who is willing to buy goods, should navigate through on the website www.inch2.com up to the particular page, where a full description of a particular item is available, then select a desired size, and fill in other information, if applicable, and press the button "ADD TO THE BASKET" to add it to the customer's virtual shopping basket ("shopping basket"), then in order to repeat this sequence for all the items which Customer is willing to acquire, press the button "CONTINUE SHOPPING".

After the all desired items are added to the shopping basket, customer should navigate to the shopping basket, by pressing the icon of it in the right top corner of the screen, to check its content, and it is customer's obligation to review if all information in the shopping basket is correct, and if not, then to take a necessary corrective action:

- either delete incorrect items in the shopping basket,

- and/ or add another item in the shopping basket, as described above.

Further customer should proceed to making payment for the order by pressing button "PROCEED TO CHECKOUT".

Upon filling on all necessary information as requested and execution a payment option, the customer will receive an email confirming the order.

PRICES AND CHARGES

Separate delivery charge may be reflected as separate item in the shopping basket, if applicable.

Prices of all items for the delivery to addresses within European Union Value-Added Tax (VAT) area, are inclusive value added tax.

Prices for all items beyond European Union VAT area, as indicated are exclusive of value added tax.

Price includes delivery as per delivery option as described under "DELIVERY" headline of these terms and conditions.

For delivery to addresses that are beyond of European Union VAT area or/and beyond European Union Customs territory, it is a responsibility of the customer to proceed with customs clearance procedure, incl. all applicable fees and charges, and be responsible for payment of all import custom duties, sales taxes and similar, if any.

Any refunds to a customer will not include any import taxes and duties paid by a customer, customs clearance and related or similar charges. It is customers' responsibility to proceed in accordance with applicable laws of a country of an importation to get a refund or waiver for such taxes and charged.

The Seller may provide to a customer an information about applicable customs exemption limits and rules in a country of destination, about procedures of refund of import taxes and similar charges, but this information in no case forms a legal advise, and the Seller is not responsible for accuracy of such information or consequences of its use.

PAYMENT

We accept online only those orders which payment can be settled via the website www.inch2.com .

We accept payments through the website www.inch2.com only from customers, having billing and shipping addresses in the countries available for the selection on the website menu.

If your country or territory is not listed please contact Customer Care service to check if other options are available.

The Seller will accept an order only after the specific payment option is fully completed.

DELIVERY

We accept order online only for deliveries to addresses in the countries and territories that are listed in the selection menu of shipping addresses on the website www.inch2.com .

If your country or territory is not listed please contact Customer Care service to check if other options are available.

Delivery to European Economic Zone countries (except Iceland, Liechtenstein), Argentina, Armenia, Australia, Azerbaijan, Belarus, Bahamas, Brazil, China, Hong Kong, Georgia, India, Israel, Japan, Kazakhstan, Kyrgyzstan, Mexico, Moldova, Russia, Serbia, Singapore, Tajikistan, Thailand, Macedonia, Turkey, Turkmenistan, Ukraine, UAE, USA, Uzbekistan, is undertaken with DPD or EMS/EPG parcel delivery service, that normally takes 3-10 business days, and normally includes courier delivery.

All other deliveries are undertaken by priority postal parcel service / small packet, and may include courier delivery, and it takes usually 10-15 business days to deliver.

If the ordered items is in stock, we ship it within 3 business days.

If the item is to be manufactured, it will be shipped after it is manufactured. Manufacturing takes up to 4 weeks, however during campaigns it can take up to 8 weeks.

Customers will be advised on expected manufacturing and dispatch deadlines, also customers will be provided with the shipment tracking number once it is shipped.

Solely customer is responsible for the accuracy of the delivery address.

Shall a customer miss the delivery, or a shipment of goods was not possible to deliver because of a customer fault, and a shipment was sent back to the Seller, the contract is to considered rescinded, and the Seller will refund to a customer full purchase price of goods less a charged to a customer delivery charge, and any direct costs, associated with shipping back, incl. customs clearance costs, to the customer's original payment method within 14 days after receiving a shipment back.

WITHDRAWAL RIGHTS

100% Money Back Guarantee is exercised as statutory withdrawal rights within 14 days after delivery, and is available to all items sold and all customers.

Free Returns are available only for

- (a) items which are sold at full price; and
- (b) for shipping addresses in European Union (excluding EU Outermost regions and Overseas Countries and Territories), Switzerland, Norway, Iceland, Turkey, USA (excluding US insular territories), Canada, Russia, Ukraine, Belarus, Kazakhstan, Australia, New Zealand, Hong Kong, Taiwan, Japan, Singapore, UAE, Israel, Mexico, South Korea.

Free Returns to be exercised either by prepaid by Seller drop-off/pick-up service at locations where it is available, or by a customer shipping goods back to the Seller by most economical postal tariff, either as a small packet or as an ordinary postal parcel, whatever is cheaper, and is entitled to get reimbursed for the postal charges upon presentation of postal receipt and receiving of a shipment.

Free Returns options should be exercised from the country and region of an original shipping address.

A customer will be advised on Free Return exercise options upon informing Seller about the customer's decision to withdraw from the contract.

If a customer is entitled to a Free Returns options, but a customer used on his own an other transportation option, than specified above, a customer is entitled to a reimbursement of incurred transportation costs, upon presentation of a receipt, confirming expenses, not more than amount of applicable most economical postal tariff.

Pick-up of returned goods currently is available Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, France, Finland, Germany, Hungary, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom; some remote parts of these countries are not served.

A customer may use an option of Pick-up of returned goods for returns which do not qualify for Free Returns option, and in these case an amount of delivery charge originally charged to a customer will be deducted as a charge for return transportation and be deducted from a refund amount that is paid back to a customer. A customer will be advised on an exercise of Pick-up of returned goods option upon contacting the Seller about customer's decision on exercising a right of return,

Customer should avoid using of UPS, DHL, FedEx, TNT and similar service, when undertaking transportation of returned goods from beyond of European Union. If the Seller received returned goods shipped from beyond of EU using these services, the Seller may deduct from a refund amount, for which a customer entitled, mandatory direct costs charged to the Seller by the said services upon importation of returned goods, like a fee for using temporary storage of goods place prior customs clearance, a fee for using guarantee in relation to entrance summary customs declaration and for a temporary storage, a fee for handing over import documentation, and similar.

Customer's statutory withdrawal rights are described [HERE](#).

The template for an execution of statutory withdrawal rights can be downloaded [HERE](#).

STATUTORY WARRANTY AND OUT-OF-COURT DISPUTE RESOLUTION

In case of any dissatisfaction with goods or service customers are advised to contact Seller's Customer Care to resolve the issue.

Following that, as a next step a formal complaint can be filed with Customer Care, and the rights of customers will be addressed in accordance to the Law on Consumers' Right Protection of Latvia, which provides for customers a set of statutory warranty conditions and corresponding rights.

Customers with valid statutory warranty claims are entitled to Free Returns options as described in the WITHDRAWAL RIGHTS section above, and Free Returns options in this case applies to all customers, and irrespective of pricing of goods.

After execution of this option, customers at their discretion have a right to file a formal complaint with out-of-court consumers' disputes resolution body, Consumers Disputes Resolution Commission (Latvia), further information and contact can be found at their website [HERE](#).

APPLICABLE LAWS

This contract is governed by laws of Republic of Latvia

These Sales Terms and Conditions are applicable for all orders placed on or after May 11, 2018, until these Sales Terms and Conditions are withdrawn.

I N C H 2

H A N D C R A F T E D F O O T W E A R

INSTRUCTIONS ON WITHDRAWAL

SIA Animo Forti

Registration Nr. 40103824574 with the Commercial Register of Latvia. Address: Elizabetes 19, Riga, LV-1220, Latvia, email: care@inch2.com Ph.: +371 266 333 99

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day when you received on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.

To exercise the right of withdrawal, you must inform us, SIA "Animo Forti" of your decision to withdraw from this contract by an unequivocal statement:

1. E-mail: care@inch2.com

2. Letter by post:

SIA "Animo Forti"

Elizabetes iela 19

Riga

LV-1220

Latvia

You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

You shall send back the goods to:

SIA "Animo Forti"

Elizabetes iela 19

Riga

LV-1220

Latvia

without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary

costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

You will have to bear the direct cost of returning the goods, unless returned goods qualify for Free Returns option as per INCH2 Sales Terms and Conditions. Please follow INCH2 Sales Terms and Conditions instructions to exercise Free Returns options and on general instructions about returned goods shipping options

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

INCH2

HANDCRAFTED FOOTWEAR

WITHDRAWAL FORM

(complete and return this form only if you wish to withdraw from the contract)

To: **SIA Animo Forti**, address: Elizabetes 19, Riga, LV-1220, Latvia, email: care@inch2.com

I hereby give notice that I withdraw from my contract of sale of the following goods:

Order Nr. _____ *(insert the Order Nr.)*,
(complete the following list of articles only if withdrawal concerns a part of a delivered order)

1. *(name of the article, size):* _____
2. *(name of the article, size):* _____
3. *(name of the article, size):* _____
4. *(name of the article, size):* _____

received on __.__.201__ *(insert the date of delivery)*.

Name of consumer: _____
Address of consumer: _____

Signature of consumer *(only if this form is notified on paper)*: _____

Date: __.__.201__

(we kindly ask you to fill in the following information so that we could serve our customers better; however, not filling in these data, in no manner negatively affects or restricts your withdrawal rights and is completely at your discretion)

THE REASON WHY YOU ARE WITHDRAWING FROM THE CONTRACT

(please kindly cross X the appropriate checkboxes)

- 1. Looks different to image on a website
- 2. Ordered more than one size
- 3. Arrived too late
- 4. Poor quality/Faulty
- 5. Doesn't fit properly
- 6. Doesn't suit me
- 7. Incorrect item received
- 8. Parcel damaged on arrival
- 9. Other reasons (please specify):
