

## Terms & Conditions

Thank you for using Order.link! Before using or accessing our website, please read this Terms & Conditions (the “Terms & Conditions”) carefully. This document is a legally binding contract between Order.link and you, the User (as defined below), for the use of the applications, software, products and services provided by Order.link (collectively, the “Service”) and as such, we have tried to make it as clear as possible.

We reserve the right to update or modify these Terms & Conditions at any time without prior notice. Your use of the Site or placing an order following any such changes constitutes your agreement to follow and be bound by the Terms & Conditions as changed. For this reason, we encourage you to review these Terms and Conditions whenever you use this Site.

All sales of products made via the Site will be on the basis of these TERMS & CONDITIONS:

By using the Service, You acknowledge that You accept and agree to be bound by these Terms & Conditions. If You do not agree to these Terms & Conditions, You may not access the Service, and if You are already registered, cancel Your account.

In order to use the Website You can register an account with Us (the “Account”). All information You provide on Your Account shall be complete, current and accurate at all times. You are responsible for keeping Your username and password confidential. We will not be liable for any loss or damage resulting from Your failure to keep Your username and/or password confidential, and any loss or damage resulting from actions by third parties as a result of such failure. In addition, unregistered users can place orders.

The inclusion of any products or services on the Website at a particular time does not imply or warrant that these products or services will be available at any time. We reserve the right to discontinue any product at any time and to cancel Your order due to technical issues or products becoming unavailable.

We reserve the right to amend these Terms from time to time without prior notice to You. The version of the Terms that will apply to Your order will be those accepted by You in the checkout. The Terms applicable to Your order are not saved by Us, so if you wish to revisit the Terms applicable for your purchase, please save your own copy.

### YOUR ACCOUNT

In order to use the website You must register an account with Us (the “Account”). All information You provide on Your Account shall be complete, current and accurate at all times. You are responsible for keeping Your username and password confidential. Order.link will not be liable for any loss or damage resulting from Your failure to keep Your username and/or password confidential, and any loss or damage resulting from actions by third parties as a result of such failure.

## **PRICES AND DELIVERY CHARGES**

Prices shown at order checkout already include the required value added tax for the delivery jurisdiction. However, for orders outside of Ukraine, additional costs such as tax, import duties and collection fees may apply. Shipping charges, if any, will be displayed at checkout. Please note that you are responsible for all costs associated with importing your order to your foreign market.

During the checkout process, you will have the option to choose from various payment methods. To complete your order, please follow the instructions provided in the interface of your selected payment option. It's important to note that by completing the order, you are making a binding offer to purchase the products in your shopping cart. An automatic confirmation of receipt will be sent to you via email, which serves as a documentation of your order being received by us, but it does not indicate acceptance of the offer.

The order will only be considered concluded when the products are delivered or when we send a separate email (shipping confirmation email) containing the declaration of acceptance.

If, for any reason, we are unable to fulfill your order, we will inform you as soon as possible. In the event that we have already received payment for the order, we will make an attempt to refund the applicable amount using the same payment method. If alternative arrangements are necessary, we will notify you and request that you contact us via email to arrange the refund.

Despite our best efforts, some products may be listed at an incorrect price due to a typographical error or systems error. We reserve the right to review and change product prices on the Site at any time without notice and we reserve the right to refuse or cancel any orders placed for products listed at an incorrect price, whether or not the order(s) has/ve been confirmed and money of your card charged. If money of your card has already been charged for such a purchase and your order is canceled by us, we will return this money to your card.

## RETURNS AND EXCHANGES

According to Article 9 of the Law of Ukraine "On Consumer Protection" You have the right to exchange a non-food product (product) of good quality for a similar product if the product does not satisfy you in terms of shape, size, style, color, size or for other reasons cannot be used for its intended purpose. You have the right to exchange goods of good quality within fourteen days, excluding the day of purchase, unless a longer period is announced by the seller. Please note that some products are not subject to return in accordance with the Resolution of the Cabinet of Ministers of Ukraine dated 19 March 1994 No. 172 "On Implementation of Certain Provisions of the Law of Ukraine "On Consumer Protection" at

<https://zakon.rada.gov.ua/laws/show/172-94-%D0%BF#Text>

We cannot guarantee precise delivery dates on shipping, as it is dependent on the shipping carriers. Consequently, we assume no liability associated with delay and does not offer any Reprints and/or Refunds caused by shipping delays, unless Our Support team determines that the package was lost in transit.

However, for any defects, incorrect orders or faulty products, please contact Our Support Team. In this case, we may require proof that the product is really damaged or does not match your order.

## OUR LIABILITY

Nothing in these Terms shall exclude or limit Our liability regarding any matter for which it would be unlawful for Us to limit or exclude Our liability.

We do not seek to exclude liability for fraudulent misrepresentation by Us or Our employees or agents. If We breach these Terms, We shall only be liable for losses which are a reasonably foreseeable consequence of such breach.

We are not responsible for indirect losses which are a side effect of the main loss or damage, for example loss of profits or loss of opportunity; or for failure to deliver the products or to meet any of Our other obligations under these Terms where such failure is due to an event that is beyond Our reasonable control, i.e. force majeure.

Our maximum liability to you for any loss or damage arising from your order in the Store shall be limited to the total value of your order, unless otherwise provided by mandatory rules or legislation of Ukraine, in particular the Law of Ukraine "On Protection of Consumer Rights".

If You have a problem with a product that You have purchased, please contact Us at [office@order.link](mailto:office@order.link) to solve the matter.

order.link does not hold any inventory and does not perform any of the printing itself. Other than issues caused by technical error, order.link are not responsible for the quality and outcome of Produced Orders. The quality of the production is dependent on the selected Provider. Each Provider has their own tools and procedures and Users are expected to perform their own research when selecting a Provider, as order.link as submitting Content that satisfies the provided print quality requirements.

## **COLORS**

We make all reasonable efforts to accurately display the attributes of our products, including composition and colors. The color You see will depend on Your computer system, and We cannot guarantee that Your computer will accurately display such colors.

## **GUARANTEE**

If you find any defects in the products you have purchased, we fully comply with all applicable legal provisions regarding warranty obligations, in particular Articles 4, 6, 7, 8, 9 of the Law of Ukraine "On Protection of Consumer Rights". If you have any complaints regarding defects in materials or workmanship of the products supplied by us, including any damage that may have occurred during transport, please let us know by contacting us by email. We are here to help you and resolve any issues you may have.

## **ASSIGNMENT**

We reserve the right to assign or pledge to third parties any claim(s) for payment which have arisen in connection with the delivery of products.

Kozinsky Sergey Vladimirovich

Personal ID number 2842218136

Last updated 31 January 2024

A handwritten signature in blue ink, appearing to read 'S. Kozinsky', written over a horizontal line.

(signature)