

ONLINE STORE TERMS OF SALE

The owner of the online store ritaray.com (hereinafter the Online Store) is Ehtertainment OÜ (registration code 12868330), located at Telliskivi tn 60a/5, Tallinn 10412.

Validity of the sales contract, product and price information

The terms of sale apply to the purchase of goods from the Online Store.

The prices of the products sold in the online store are indicated next to the products. The price **does not include a fee for delivering the goods; delivery is charged separately**. All prices of goods sold in the online store are in euros.

The fee for delivering the goods depends on the location of the buyer and the method of delivery. The delivery fee is displayed to the buyer when completing the order.

Information about the product is provided in the Webshop directly next to the product.

Forming the order

To order the goods, you must add the desired products to the shopping cart. To complete the order, you must fill in the required data fields and select the appropriate method of product delivery. The amount of the fee is then displayed on the screen, which can be paid securely through the following payment methods:

Estonian bank link payments
Visa/Mastercard card payments
Apple Pay ja Google Pay

NB! When paying with a bank link, be sure to press the "Back to the merchant" button on the bank's page.

Payments are mediated [Maksekeskus AS](#). Payment is made outside the Webshop in a secure environment - when paying with a bank link, in the secure environment of the respective bank, and in the secure environment of Maksekeskus AS when paying with a credit card. The seller does not have access to the customer's bank and credit card data. The contract enters into force from the receipt of the amount to be paid to the online store's current account.

The owner of the online store is the responsible processor of personal data and forwards the personal data necessary for making payments to the authorized processor Maksekeskus AS.

If the ordered goods cannot be delivered due to the end of the goods or for some other reason, the buyer will be informed of this as soon as possible and the money paid (including the costs of delivering the goods) will be returned immediately, but no later than within 14 days of sending the notice.

Delivery

Items are shipped to the following countries: Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Australia, Austria, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bonaire, Sint Eustatius and Saba, Bosnia and Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Christmas Island, Cocos (Keeling) Islands, Colombia, Comoros, Congo (Republic), Cook Islands, Costa Rica, Ivory Coast, Croatia, Czech Republic, Cuba, Curaçao, Cyprus, Democratic Republic of Congo, Denmark, Djibouti, Dominica, Dominican Republic, East Timor (Timor-Leste), Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, Finland, Finland (Åland), France, French Guiana, French Polynesia, Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Great Britain, Great Britain (Northern Ireland), Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guernsey, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hong Kong, Iceland, India, Indonesia, Iran, Hungary, Iraq, Ireland, Isle of Man, Israel, Italy, Jamaica, Japan, Jersey, Jordan, Kazakhstan, Kenya, Kiribati, Korea, Democratic People's Republic of (North Korea), Korea, Republic of (South Korea), Kosovo, Kuwait, Kyrgyzstan, Laos, Democratic People's Republic of, Lebanon, Lesotho, Liberia, Libya, Liechtenstein, Luxembourg, Macau, North Macedonia, Madagascar, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Moldova, Monaco, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, New Caledonia, New Zealand, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, Northern Mariana Islands, Norway, Oman, Pakistan, Palau, Palestine territories, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Pitcairn Island, Poland, Portugal, Portugal (Madeira, Azores), Puerto Rico, Qatar, Reunion Island, Romania, Russian Federation, Rwanda, Saint Helena, Ascension and Tristan da Cunha, Saint Kitts and Nevis, Saint Lucia, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Saint-Barthélemy,

Saint-Martin, Samoa, San Marino, Sao Tomé and Príncipe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Sint Maarten, Slovakia, Slovenia, Solomon Islands, Somalia, South Africa, South Sudan, Spain, Spain (Balearic Islands), Spain (Canary Islands), Spain (Ceuta), Sri Lanka, Sudan, Suriname, Svalbard and Jan Mayen, Eswatini, Sweden, Switzerland, Syria, Zambia, Zimbabwe, Taiwan (Republic of China), Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkey, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, United States, United States, Small Outer Islands, United States, Uruguay, US Virgin Islands, Uzbekistan, Wallis and Futuna Islands, Vanuatu, Vatican City, Venezuela, Vietnam, Yemen.

To receive the goods, the buyer has the following options:

Omniva (Estonian postal service)
Smartpost (Itella)
Pickup at the Funk Embassy office

The shipping costs of the goods are borne by the buyer, and the corresponding price information is displayed next to the shipping method.

Shipments within Estonia generally arrive at the destination specified by the buyer within 14 working days from the entry into force of the sales contract. Delivery outside Estonia takes place within 30 calendar days.

In exceptional cases, you have the right to deliver the goods within 45 calendar days.

Right of withdrawal

After receiving the order, the buyer has the right to withdraw from the contract concluded in the e-shop within 14 days.

The right of withdrawal does not apply if the buyer is a legal entity.

In order to use the 14-day right of return, the ordered goods must not be used in any other way than is necessary to make sure of the nature, characteristics and functioning of the goods in a way that is allowed to test the goods in a physical store.

If the goods have been used for purposes other than what is necessary to verify the nature, characteristics and functioning of the goods, or if they show signs of use or wear, the Online Store has the right to reduce the refundable fee according to the decrease in the value of the goods.

In order to return the goods, you must submit a statement of withdrawal from the purchase of the goods, the form of which can be found here:

<https://ritaray.com/withdrawal>

and send it to the e-mail address info@funkembassy.eu no later than 14 days after receiving the goods.

The buyer must return the goods within 14 days after submitting the application or provide proof that he has handed over the goods to the carrier of the goods within the aforementioned period.

Upon receipt of the returned goods, the online store will return to the buyer immediately, but no later than 14 days after receiving the withdrawal, all fees received from the buyer under the contract.

The Online Store may refuse to issue refunds until it has received the item that is the subject of the contract or until the buyer has provided evidence that it has returned the item, whichever occurs first.

If the buyer has explicitly chosen a delivery method other than the cheapest usual delivery method offered by the Online Store, the Online Store does not have to refund the cost to the consumer that exceeds the cost associated with the usual delivery method.

The online store has the right to withdraw from the sales transaction and demand the goods back from the buyer, if the price of the goods in the online store is marked significantly lower than the market price of the goods due to an error.

The right to file a claim

The online store is responsible for the non-compliance of the goods sold to the buyer with the contract conditions or a defect that already existed at the time of handing over the item and that appears within two years from the handing over of the goods to the buyer. Within this period of 6 months from the handing over of the thing to the buyer, it is assumed that the defect was already present at the time of handing over the thing. It is the Webshop's responsibility to refute the corresponding assumption.

In the event of a defect, the buyer has the right to contact the online store within two months at the latest by sending an e-mail to info@funkembassy.eu or by calling +372 5802 5642.

The online store is not responsible for defects that have occurred after the goods have been handed over to the buyer.

If the goods purchased from the Online Store have defects for which the Online Store is responsible, the Online Store will repair or replace the defective goods. If it is not possible to repair or replace the goods, the Webshop will return all fees associated with the sales contract to the buyer.

The online store responds to the consumer's complaint in writing or in a form that enables written reproduction within 15 days.

Direct marketing and personal data processing

The online store uses the personal data entered by the buyer only to process the order and send the goods to the buyer. The online store transmits personal data to companies providing transport services in order to deliver goods.

The online store sends newsletters and offers to the buyer's e-mail address only if the buyer has expressed his wish to do so by entering an e-mail address on the website and has indicated his wish to receive direct mail notifications.

The buyer can opt out of offers and newsletters sent to e-mail at any time by notifying us by e-mail or by following the instructions in the e-mail containing the offers.

Dispute Resolution

If the buyer has complaints about the Online Store, they should be sent to info@funkembassy.eu or by phone: +372 5802 5642.

If the buyer and the Online Store cannot resolve the dispute by agreement, the buyer can appeal to the Consumer Disputes Committee. You can familiarize yourself with the procedural conditions and submit an application [here](#). The competence of the Consumer Disputes Committee is to resolve disputes arising from the contract concluded between the buyer and the Online Store. Review of the buyer's complaint by the commission is free of charge.

The buyer can turn to the consumer dispute resolution platform of the European Union [towards](#).