

## **Cross-border shipping from Romania or other local markets abroad - Important Information**

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### **1. What we do**

Our Delivery agents and Retailers (as defined in TnC) accept orders from EU customers and customers from other countries in which the delivery option is available.

Please be aware that LIKI24 Platform is specifically designed to the customers that are willing to shop in Romania and/or Poland and/or other country of our Retailer/Delivery agent.

Products offered on LIKI24 Platform are offered exclusively for home market of the specific country.

Our model with purchasing on your behalf with mandated Delivery agent that is visiting physical point of sale of Retailer make possible for you to shop like a local customer.

All products offered by Retailer are products available for local customers and in some cases are not available on other markets due to multiple reasons. By placing an order, you should check by your own the conformity of the products with local regulations of your home country and possibility to be imported.

LIKI24 is not a seller of the products and is not providing/offering online sales. Most products are acquired by Delivery agent that are physically visiting point of sale of Retailer. All products are available only for non-commercial and personal use.

**Please be aware that when you are using our Platform, we mediate your shopping in Romania and/or other local market defined on the product page using the services of our Delivery Agents. Using our delivery agents' services, you are shopping locally.**

### **2. Deviations from specific standards and consumer expectations**

For products delivered out of the territory of Romania/Poland or other local market, the manufacturer and Retailers' warranty may not be valid, manufacturer service options may not be available, and product manuals, instructions, labelling, prospects and safety warnings **may not be in your local language**.

The products (and accompanying materials) may not be designed in accordance with your home country regulations, standards, specifications and labelling requirements.

The products may not conform to destination country voltage and other electrical standards (requiring use of an adapter or converter if appropriate).

The customer is responsible for assuring that the product can be lawfully used in the destination country.

### **3. Tax, duties and customs fee**

Delivery of goods within EU is not subject to any additional fees and duties. However, for customers outside of EU tax, duties, fees might be implied. LIKI24 will monitor and try to maximum possible extent to inform you about possibility of extra charges. However you should check from your end relevant national regulations of

your destination country in relations to the import of specific products ordered on our Platform. Usually, delivery provider will inform you upon arrival about possible extra charges. In case you will fail to pay relevant charges/duties payment for the order will not be refunded.

#### **4. Privacy**

Your privacy is important to LIKI24 and we know that you care about how information about your order is used and shared. We want our customers to be aware that cross-border deliveries may be subject to opening and inspection by customs authorities.

We may provide certain order, delivery and product information, such as product names, to our international carriers and such information may be communicated by the carriers to customs authorities in order to facilitate customs clearance and comply with local laws.

Customs authorities may require us to state the value of the packaged items directly on the package.

The carriers may also require us to state the receiver's name, address and phone number directly on the package.

By ordering and confirming the order you allow us to process and share with our delivery agents and carriers such information and your private data as indicated above.

Please read additionally our Privacy Policy.