

“My Rimi” Loyalty program Terms and Conditions

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1. Definitions

- 1.1. RIMI – AS Rimi Eesti**, registration No. 10263574, legal address: Põrguvälja tee 3, Pildiküla, Rae Parish, 75301, Harju County, Estonia; **SIA Rimi Latvia**, registration No. 40003053029, legal address: A. Deglava iela 161, Riga, LV-1021, Latvia; **UAB RIMI LIETUVA**, registration No. 123715317, legal address: Spaudos g. 6-1, LT05132 Vilnius, Lithuania.
- 1.2. RIMI ONLINE** – an online site www.rimi.lv, www.rimi.ee, www.rimi.lt, that the customer uses for placing orders.
- 1.3. Program** – “My Rimi” loyalty program that RIMI offers to its customers.
- 1.4. Terms and Conditions** – this document. The Terms and Conditions lay down the rights, the obligations and other provisions related to the Program.
- 1.5. Participant** – RIMI customer that has taken part in the Program as per “My Rimi” loyalty program Terms and Conditions.
- 1.6. Card** – physical or virtual “My Rimi” card issued to Participants that enables participation in the Program and use of advantages and services offered by the Program.
- 1.7. Program website** – Internet site of RIMI that is dedicated to the Program and is located under internet address: Estonia: <https://www.rimi.ee/sinu-rimi/miks-liituda-sinu-rimi-programmiga>; Latvia: www.rimi.lv/mans-rimi/mans-rimi-kartes-prieksrocibas; Lithuania: <https://www.rimi.lt/mano-rimi/mano-rimi-lojalumo-programa>.
- 1.8. Rimi profile** – Participant’s personal account in the Program’s website.
- 1.9. Terminal** – an electronic device that is available in most RIMI stores and is most often positioned next to the entrance gates.
- 1.10. Mobile application** – free-of-charge mobile application that is designed to provide more convenient and easier shopping experience. Application is available on application distribution platforms like App Store and Google play store.
- 1.11. Partner** – business partner of RIMI who collaborates with RIMI in the scope of the Program and offers various benefits to Participants.
- 1.12. Privacy Policy** – Information regarding the processing of Participant’s personal data. Privacy policy is available in the Program website and Terminal.
- 1.13. E-commerce annex** – additional annex to Terms and Conditions that lay out detailed terms of rendering online store services to the Participant and stipulates additional obligations of the parties.

2. General provisions

- 2.1.** These Terms and Conditions constitute a contract between RIMI and Participant on personalized offers, incl., personalized suggestions, and other benefits and services, that RIMI obliges to provide the Participant with and the Participant is entitled to receive under these Terms and Conditions.
- 2.2.** These Terms and Conditions constitute a contract that is separate from other transactions that may be concluded between RIMI and Participant, including but not limited to transactions of Participant’s purchase of goods from RIMI.

- 2.3.** These Terms and Conditions lay down the main rights and obligations of the parties, as well as other relevant provisions. By entering the Program, RIMI customer enters into an agreement with RIMI on the following Terms and Conditions. RIMI customer is introduced to the Terms and Conditions prior to entering the Program and has a free choice to accept or refuse them before becoming a Participant.
- 2.4.** Although there are a number of benefits that are provided to the Participant under these Terms and Conditions, the principal benefit is “Personalized offers and personalized suggestions”. Therefore, the rationale, substance and fundamental objective of these Terms and Conditions is, in essence, provision of personalized offers and personalized suggestions by RIMI to Participant based on aspects relating to Participant. Some parts of Terms and Conditions might apply only if Participant chooses to use particular service, for example, to order goods from RIMI ONLINE.
- 2.5.** To perform these Terms and Conditions it is necessary for RIMI to profile Participant, i.e., to process, on an automated basis, Participant’s personal data and use it to evaluate certain personal aspects relating to Participant, as set forth further in these Terms and Conditions and the Privacy Policy.
- 2.6.** RIMI has a right to change the Terms and Conditions or to terminate the Program altogether or part of it. RIMI will announce a change or termination of the Program by means of notices in the Program website, and (or) in the Terminal, and (or) in the RIMI stores, and (or) in Mobile application and (or) by e-mail to every Participant and ask for Participant’s to get acquainted with the changes. In case only E-commerce annex is changed, RIMI will inform only those Participants who have used RIMI ONLINE and thus are directly subject to terms of E-commerce annex.
- 2.7.** Privacy Policy will constitute an integral part of these Terms and Conditions and will be presented to RIMI customer prior to entering the Program. Participant’s data will be processed to ensure the fulfilment of these Terms and Conditions. By entering the Program, Participant acknowledges that he/ she has familiarized himself/ herself with the Privacy Policy.
- 2.8.** RIMI hereby informs Participant that some definitions used in these Terms and Conditions might differ from definition explained in E-commerce annex even if defined identically. For purposes of E-commerce annex and these Terms and Conditions any contradiction should be interpreted in context of specific section of these Terms and Conditions the defined term is used.

3. Benefits of the Program

RIMI provides the following benefits to Participants of the Program:

3.1. Personalized offers and personalized suggestions

a) What it is

The benefit of personalized offers and personalized suggestions is the principal benefit of the Program.

Personalized offers and personalized suggestions are individualized offers available to a Participant based on his/her provided data and data that RIMI deducts from Participant’s behaviour (e.g., shopping history, places where Card is used etc.).

Within Personalized offers Participant is offered a discount to a specific product or product group sold in RIMI stores. Within Personalized suggestions Participant is reminded and offered to take advantage of other to Participant available Program benefits.

b) How it works

Frequency of personalized offers and personalized suggestions is decided by RIMI and might change from time to time. For example, personalized offers might change every Tuesday and be valid until next Monday.

Participant can see current personalized offers and personalized suggestions in the Rimi profile.

Upon Participant’s choice Participant may receive information about personalized offers and personalized suggestions via e-mail. In such case Participant must express the desire to receive offers via e-mail in the Rimi profile (in the section “Keep in touch with Rimi”).

To make use of the personalized offers, Participant must activate personalized offers every week in one of the following ways:

- i. swipe the Card in Terminal in one of the RIMI stores,
- ii. log into Mobile application,
- iii. open personal offers in e-mail,
- iv. log into Rimi profile or Rimi online store.

3.2. “My Rimi” money

a) What it is

“My Rimi” money is a discount that Participant accumulates on his/her Card upon making purchases, if the Participant has used the Card in the respective purchase by swiping the Card at the checkout or by making a purchase in Rimi online store.

b) How can the Participant accumulate “My Rimi” money

For every purchase Participant acquires “My Rimi” money units, the number of which is equal to 1% of the purchase sum. The value of one unit of “My Rimi” money is equal to EUR 0.01 (one euro cent).

“My Rimi” money may only be acquired if the total value of items bought in a single purchase is not less than EUR 0.50 (fifty euro cents). If the value of the purchase is less, then the Participant may not receive “My Rimi” money for the respective purchase.

Participant may also acquire “My Rimi” money by purchasing products, services/ services from Partners or using Partner services in other specified way, if Participant has presented his/her Card to the Partner’s representatives at the time of the purchase or entered Card number in the designated place at the time of the purchase at the Partner, or has fulfilled other identification requirements. The amount of “My Rimi” money to be acquired this way is specified in the Rimi profile, Terminal and other channels (in the description of the relevant Partner’s offer).

Participant may not receive “My Rimi” money from purchasing RIMI gift cards, alcoholic beverages, tobacco products, medical products, loyalty (sticker) campaign goods and shopping bags or purchasing third-party services (for example, tickets, pre-paid cards, lottery tickets, newspapers, deposit) available at RIMI stores.

The Participant may receive information on the amount of accumulated “My Rimi” money on the purchase receipt, on the screen of self-service checkout upon checkout, in RIMI ONLINE invoice and in the RIMI profile.

c) How can the Participant use “My Rimi” money

Participant may use “My Rimi” money to pay for purchases in RIMI stores, including online store. “My Rimi” money can be used to cover the value of the purchase equal to the value of “My Rimi” money on the Card, subject to limitations described below.

Regardless of the amount of “My Rimi” money that the Participant has on his/her Card, the Participant may cover no more than 99% of the purchase sum. To use “My Rimi” money, the Participant must notify the RIMI store cashier before the payment or by choosing this option on the self-service checkout upon making the payment, or by indicating the amount in online store during checkout.

Participant can use “My Rimi” money for charitable purposes by donating it in the Rimi profile to charities that are listed therein. The chosen amount of “My Rimi” money for donation by Participant will be deleted from Participant’s Rimi profile and donated in real money by RIMI to the charity on the last day of each month at 23:59 in the amount previously chosen by the Participant. The Participant can amend the settings and amount being donated at any time before the donation is carried out by RIMI and “My Rimi” money is deleted from the Participant’s profile.

Participant may not use “My Rimi” money for purchasing RIMI gift cards, alcoholic beverages, tobacco products or purchasing third-party services (for example, tickets, pre-paid cards, lottery tickets) available at RIMI stores, you also cannot use “My Rimi” money for purchasing medical products, loyalty (sticker) campaign goods and shopping bags.

“My Rimi” money is valid for 1 (one) year as of the date it is received on the Card. “My Rimi” money, that has been received first, will be the first to be spent when using “My Rimi” money as a means of payment.

d) “My Rimi” money accumulated in other countries

Participant can use the Card not only in the country, where it was issued, but in other Baltic countries as well and accumulate “My Rimi” money during purchases made in these countries. However, “My Rimi” money can only be used in the country where it was accumulated, e.g. “My Rimi” money, received for purchases made in Lithuania, may only be used in Lithuania.

3.3. “My Rimi” Household

a) Definition

Participant may create a group of other Participants in the Rimi profile, provided that these Participants have agreed to be members of the group (“My Rimi” Household).

b) How it works

Members of “My Rimi” Household may jointly take advantage of the benefits offered by the Program. This means that members of “My Rimi” Household jointly accumulate “My Rimi” money, digital stickers and use personalized offers. Each member of “My Rimi” Household can use all “My Rimi” money or digital stickers accumulated by the respective “My Rimi” Household.

When new Participant joins the “My Rimi” Household Participant merges Participant’s accumulated “My Rimi” money and collected digital stickers with other “My Rimi” Household members.

“My Rimi” Household should contain no more than 5 (five) members (including the administrator). A Participant may only be member of one “My Rimi” Household.

c) Creating “My Rimi” Household

“My Rimi” Household can be created by following steps described in the Program website or Rimi profile. The Participant who created the “My Rimi” Household is considered as being administrator of the respective “My Rimi” Household. Only administrator may invite other Participants to join the respective “My Rimi” Household. It is the responsibility of administrator to ensure that each member of the “My Rimi” Household has consented to being a member before the administrator approves the membership of this person.

d) Dissolving “My Rimi” Household

Only administrator may terminate the membership of the existing “My Rimi” Household members. If member wishes to leave the “My Rimi” Household, member should ask the administrator to remove him/ her from respective household or contact Customer Service.

In case “My Rimi” Household dissolves, the accumulated “My Rimi” money is equally divided between the members of “My Rimi” Household.

3.4. Birthday and name day offers

a) Definition

Participant is granted a special discount at RIMI stores for his/her birthday and name day. Name day special discount are applicable only for Participants registered from Latvia.

b) How it works

Participant may purchase certain items at a discount on his/her birthday and name day for a certain period before and after the birthday/name day.

The list of products subject to this discount, the amount of discount and the period of days for which the discount applies is available on the Program website and may change from time to time.

3.5. Offers by Partners

Within the framework of the cooperation between the Partner and RIMI, Partners may provide special offers to Participants. The list of Partners may change from time to time. Information on Partner’s and their offers is available on the Rimi profile, Terminal, Mobile application and other channels.

3.6. Special games and lotteries

Specifically, for Participants RIMI organizes different games and lotteries from time to time. Information on any current games and lotteries is available on RIMI website.

3.7. Review of the Card usage statistics

In the Rimi profile Participant can see information about the Card usage. Participant can see up to 1 (one) year old history by date and time - how much money spent in RIMI and its Partners (for Partners - only for transactions where Rimi card or card number was provided), name of the store and location, where the Card is used for transactions, amount of accrued and spent “My Rimi” money.

3.8. Digital stickers

a) Definition

Digital sticker is an electronic sticker that is allocated to the Participant upon purchase in RIMI stores within specific campaign period, if Participant has used the Card in the respective purchase.

b) How it works

From time to time, RIMI organizes campaigns whereby the Participants using Card can obtain a digital sticker, provided that the terms of the specified campaign are met. The stickers are virtualized to the Participant on Participant’s Card based on the final receipt amount after all discounts have been applied. As soon as a certain number of stickers have been accumulated, the Participant is granted the right to purchase a certain special campaign item at a discount.

For example, if the campaign rules stipulate that Participant is entitled to one sticker for purchases equal to or greater than EUR 5, then the Participant is given two stickers when making a purchase for EUR 10.

The Participant can see the accumulated number of digital stickers in Rimi profile.

Information about such campaigns and their terms and conditions, as well as merchandise that can be purchased at a discount by collecting the number of digital stickers required, the amount of the discount and other information are available at RIMI stores, the Mobile Application and RIMI website (Estonia: <https://www.rimi.ee/kampaaniad>;

Latvia: <https://www.rimi.lv/mans-rimi/mans-rimi-kartes-prieksrocibas> Lithuania: <https://www.rimi.lt/lipduku-akcija>).

3.9. Being informed

Participant may express desire to receive information about offers, campaigns, lotteries, personalized offers, personalized suggestions, shop opening promotions and other relevant information from RIMI via different channels (e.g., sms, email, push notification etc.). Participant can indicate desire upon Card registration or later in Rimi profile.

If the Participant no longer wishes to receive notifications and offers, the Participant may change notification settings in the Rimi profile by opening Rimi profile settings and clicking on type of notifications Participant wants to edit. Rimi profile settings can be accessed through the following link: <https://sso.onrimi.net/>. Additionally, Participant also can provide a written request to RIMI or to our Data protection officer to email: RimiDPO@rimibaltic.com.

3.10. Self-scanning solution

Participant has possibility to use Self scanning solution while shopping in RIMI stores – i.e., use hand-held scanner or Mobile application to scan and pack items at the same time, and pay for items at checkout without unpacking them. Use of Self scanning solution is subject to separate terms and conditions that are presented to the Participant before the first use of hand-held scanner.

3.11. RIMI ONLINE

Participant from age 14 has possibility to use RIMI ONLINE with Participant's Rimi profile. When using RIMI ONLINE additional E-commerce annex of these Terms and Conditions apply. Use of RIMI ONLINE also means that additional personal data is processed for purposes of rendering RIMI ONLINE services for detailed purposes mentioned in Privacy Policy. If Participant chooses not to use RIMI ONLINE services and simply be part of Program and use other benefits, personal data for RIMI ONLINE purposes will not be processed.

3.12. Digital receipts

Participants can use digital receipt option by consenting to get digital receipts in Rimi profile. Participant will have option to see digital receipt in Rimi profile, receive them to e-mail or refuse from this functionality later. Consenting to this functionality means paper receipt will not be printed in store. Digital receipt will be available for 2 years in Rimi profile.

3.13. Other benefits

Participant can use other Program benefits, which are available from time to time. Information about additional benefits is available in RIMI stores, and (or) Program website, and (or) Terminal, and (or) Mobile application, and (or) newsletters.

3.14. Country specific offers

Participants may enjoy and use number of other benefits and offers that are country specific and can be used only in particular country in which the Participant carried out the registration. Country specific benefits can be viewed here:

In Estonia: <https://www.rimi.ee/sinu-rimi/miks-liituda-sinu-rimi-programmiga>,

In Latvia: <https://www.rimi.lv/mans-rimi/mans-rimi-kartes-prieksrocibas>,

In Lithuania: <https://www.rimi.lt/mano-rimi/mano-rimi-lojalumo-programa>.

4. Participation in the program

4.1. Registration

Only natural persons who are at least 14 years old can participate in the Program.

To take part in the Program RIMI customer must first purchase the Card at any RIMI store. The price of the Card may change from time to time. Alternatively, RIMI customer can register virtual card through Program website or Mobile application free of charge by creating Rimi profile, in which case, Participant's Card will be available at Rimi, and Participant can use the Card by using Mobile application.

After purchasing the Card, the Participant must register it to use all the benefits described in these Terms and Conditions.

Card can be registered at Terminal and the Program website. Upon Card registration Participant creates his/her Rimi profile. If a Participant has any questions regarding the Card registration, Participant can ask RIMI employees working in RIMI stores or contact Customer Service.

Card registration is completed by filling out all mandatory fields in the registration form, which are marked with star (“*”). Information must be correct. If Participant does not fill out the mandatory fields, then the Card will not be registered. If Participant does not fill out the optional fields, Card can still be registered.

Participant will be informed about successful registration of the Card by a special notification at the end of registration process. Upon registration Participant will receive an email which will contain verification code that Participant should use to validate email address. Registration cannot be completed without verifying email used for the Rimi profile. If Card is registered at Terminal, alternatively phone number verification is offered instead of email. If Participant selects phone number verification method instead of e-mail at Terminal, then e-mail address and its verification will still be requested if and when Participant attempts to access his/her Rimi profile.

All relevant information regarding processing of Participant’s personal data in the Card registration process and within participation in the Program can be found in the Privacy Policy.

Only after successfully registering the Card in accordance with the process described above the Participant will be able to fully use all the benefits of the Program, which are described in these Terms and Conditions.

If Participant uses an unregistered Card, it may still accumulate “My Rimi” money as specified in Section 3.2. (b) above. However, Participant will not be able to use it and use all the other benefits described in these Terms and Conditions.

Participant can only have one active Card.

4.2. Change of data provided upon registration

Participant may autonomously change the data provided during the Card registration process. It can be done via Terminal, the Rimi profile, Mobile application and by contacting Customer Service.

Participant may not change the name, date of birth and gender without involving Customer Service. To change such data Participant must contact Customer Service.

4.3. Terminal

Terminal can be used by all Participants to register or replace the Card, check available personalized offers, personalized suggestions, offers by Partners and other benefits, amount of accrued “My Rimi” money, monthly discounts, number of digital stickers, donate “My Rimi” money, etc.

Participants may use Terminal by swiping Card or scanning the QR code with their mobile phone, if phone has Mobile application.

Participant may access additional information (e.g., correct profile data) on the Terminal by passing security check (e.g. entering birth date).

Participant may also receive RIMI coupons and discounts through Terminal. These offers may change from time to time. Descriptions of offers and instruction on how to use them may be accessed through the Terminal.

4.4. Rimi profile

Upon Card registration Participant creates his/her Rimi profile that together or separately with registered Card is valid for use in Latvia, Estonia and Lithuania. Rimi profile can be used by all Participants to access information on the personalized offers, personalized suggestions and other benefits, number of digital stickers, balance of “My Rimi” money, use RIMI ONLINE etc., as well as to update profile information and make changes to preferences as necessary.

Rimi profile can be accessed via Program website, Terminal and Mobile application.

Participant can use Rimi profile to log-in with Rimi profile credentials at RIMI ONLINE and by providing additional needed information if applicable.

4.5. Mobile application

Participant may access the Program offered functionality and benefits in the Mobile application if Participant has Rimi profile.

Mobile application is designed to make everyday a little easier, by offering better user experience in RIMI stores as well as providing inspiration and making shopping planning easier.

Mobile application lets Participant to check relevant offers and discounts, find information about Rimi stores, recipes, as well as edit personal information, communication preferences etc in Rimi profile.

Mobile application will evolve further. Development will be an ongoing process. Therefore, user experience will be improved and new features will be developed while the least popular features might be removed.

4.6. Customer Service

RIMI operates a Customer Service which the Participant may contact by:

1. calling Customer Service number,
2. writing an e-mail to official e-mail address,
3. contact RIMI by post,

4. contacting RIMI on social media or other platforms,
5. by feedback in Mobile application or other platforms.

Participant can contact Customer Service on any issues related to RIMI. For example, Customer Service can help to register or replace the Card, solve issues with personal offers etc. If Participant wishes to contact RIMI, then please contact RIMI company in Participant's respective country.

Full list of contact information for all countries:

Rimi Eesti Food AS:

Phone number: +372 6 056 333

E-mail: klienditugi@rimibaltic.com

Address: Põrguvälja tee 3, Pildiküla, Rae Parish, 75301, Harju County, Estonia.

SIA Rimi Latvia:

Phone number: + 371 80000180

E-mail: info.lv@rimibaltic.com

Address: A. Deglava iela 161, Riga, LV-1021, Latvia.

UAB Rimi Lietuva:

Phone number: 8 800 29 000

E-mail: info.lt@rimibaltic.com

Address: Spaudos g. 6-1, LT05132 Vilnius, Lithuania.

4.7. Loss or damage of the Card

If Participant has lost the Card, Participant should immediately contact the Customer Service.

Upon notification the lost Card will be temporarily blocked without undue delay.

To do this, Customer Service employees will verify Participant's identity against the available Participant's data.

After the Card has been temporary blocked, the Participant will need to purchase a new Card and replace the old Card as described in Section 4.8. As a result of the replacement, all information, benefits and all "My Rimi" money associated with the old Card will be transferred to the new one.

If the Participant fails to notify Customer Service about the loss of the Card, RIMI shall not bear any responsibility regarding the use of it, incl. use of accumulated "My Rimi" money, until the moment the Participant informs RIMI about the loss.

If the Card has been damaged or the Participant merely wants to replace the old Card with a new one, then Participant must undergo a Card replacement procedure as per Section 4.8. In the case the Card has visible signs of wear-and-tear and no external damages are detectable the Participant can acquire new Card free of charge.

Temporary blocking of the Card means that the Cards use under the Program is suspended until further action is taken. In this case, Participant can transfer the benefits or data associated with the temporarily blocked Card to a new Card.

4.8. Replacement of the Card

Participant can replace the Card with a new one if Participant wishes so. In this case the Participant must buy a new Card and should register the Card to make use of all the benefits described above, or create a virtual profile through Program website or Mobile application.

After providing all the necessary information under the registration process, the Program will identify the Participant as an existing user, and the Participant will be asked if Participant wants to replace existing Card. Participant must provide the same information that Participant provided within previous Card registration process. After Participant's confirmation, an SMS with the code will be sent to the Participant's mobile phone and the Participant will be asked to enter the code in the registration process. The verification code is valid for 24 hours. If the Participant does not enter the received verification code within 24 hours, the Participant must start registration process all over again.

After the code is correctly entered Participant's Card will be replaced and all information associated with the old Card will be changed to Participant's new Card.

After Card replacement old Card cannot be renewed.

4.9. Termination of participation in the Program

Participant can terminate participation in the Program by either:

1. writing a free-form request or calling to the Customer Service. Once Customer Service verifies Participant's identity, Participant's card will be permanently blocked, and all data associated with the Participant will be deleted or de-identified.

2. by not using the Card within purchases or not logged in My Rimi profile for 1 (one) consecutive calendar year. In this case Card will be automatically blocked and all data associated with the Participant will be deleted or de-identified after all accrued “My Rimi” money and digital stickers on the Card has expired.

Blocked Card must be destroyed by Participant.

Permanent blocking of a Card means that all benefits and data associated with the Participant will be de-identified or deleted from the Program irrevocably and may not be accessed anymore.

5. Rights and obligations of the parties

In addition to rights and obligations of the parties that are stipulated elsewhere in these Terms and Conditions, the Parties shall also have the following rights and obligations:

5.1. RIMI:

- i. will ensure the Program functionality as described in these Terms and Conditions,
- ii. will provide benefits to the Participants, as per these Terms and Conditions,
- iii. has a right to change the Terms and Conditions unilaterally,
- iv. will comply with all applicable laws and regulations when carrying out its tasks as per these Terms and Conditions,
- v. has the right to exclude the Participant from Program if the Participant violates these Terms and Conditions.

5.2. Participant:

- i. will provide only correct and accurate data and will immediately update the information if it changes or correct any inaccuracies,
- ii. will not allow other persons to use the Card and/ or Rimi profile,
- iii. in its use of any and all channels, objects and rights offered by these Terms and Conditions will comply with requirements of law and will not infringe upon rights of other individuals and entities,
- iv. will preserve the Card and safeguard it against exposure to high temperature, electromagnetic impact or mechanic damage. The Card must be kept safe, apart from a mobile phone device, keys, lighters and similar objects,
- v. will contact the Customer Service immediately if the Participant has lost the Card,
- vi. will destroy the blocked Card after terminating participation in the Program,
- vii. if Participant is an administrator of “My Rimi” Household, Participant will ensure that each member of the “My Rimi” Household has consented to being a member of that household,
- viii. will always act in good faith,
- ix. will not abuse any of the benefits offered under the Program.

6. Final provisions

These Terms and Conditions shall be governed by and construed in accordance with the national laws of the country from where the services are rendered to Participant.

All disputes relating to these Terms and Conditions or the Program shall be solved by way of negotiations. Failing to reach an agreement the disputes shall be resolved in the court to the procedure established in the legislation of the jurisdiction in which the respective RIMI company involved in dispute is established.

If any provision of these Terms and Conditions is found by a court or other competent institution to be partially or wholly invalid or unenforceable, other parts of these Terms and Conditions remain enforceable and binding.

E-commerce annex

1. Definitions

- 1.1. **RIMI – AS Rimi Eesti**, registration No. 10263574, legal address: Põrguvälja tee 3, Pildiküla, Rae Parish, 75301, Harju County, Estonia; **SIA Rimi Latvia**, registration No. 40003053029, legal address: A. Deglava iela 161, Riga, LV-1021, Latvia; **UAB RIMI LIETUVA**, registration No. 123715317, legal address: Spaudos g. 6-1, LT05132 Vilnius, Lithuania.
- 1.2. **RIMI ONLINE** – an online site www.rimi.lv, www.rimi.ee, www.rimi.lt, that the customer uses for placing orders.
- 1.3. **Program** – “My Rimi” loyalty program that RIMI offers to its customers.
- 1.4. **Participant** – RIMI customer that has taken part in the Program as per “My Rimi” loyalty program Terms and Conditions.
- 1.5. **Customer**
 - 1.5.1. Participant or other natural person that orders goods from RIMI; is at least 14 years of age, and has legal capacity in order to enter into contractual relations with RIMI,
 - 1.5.2. Legal entity that orders goods from RIMI.
- 1.6. **Rimi profile** – Participant’s personal account in the Program’s website.
- 1.7. **Program website** - RIMI website that is dedicated to the Program and is located under internet address: www.rimi.lv/mans-rimi/mans-rimi-kartes-prieksrocibas.
- 1.8. **RIMI's referral program** - a program where RIMI ONLINE users can earn discount coupons or other bonuses by inviting others to become new customers of RIMI ONLINE. Current advantages can be found here:
EE: <https://www.rimi.ee/epood/ee/Konto/rimi-soovitusprogramm>
LV: <https://www.rimi.lv/e-veikals/lv/mans-konts/atved-draugu>
LT: <https://www.rimi.lt/e-parduotuve/lt/paskyra/pakviesk-drauga>
- 1.9. **Delivery** – the delivery of goods ordered by the Customer to the address within the delivery area and specified in the Customer’s order.
- 1.10. **Collection** – collection of the goods ordered by the Customer in the store (Collect in Store) or at the pick-up point (Rimi Drive), which is indicated in the order details and / or in this E-commerce annex.
- 1.11. **Delivery area** — the territorial area defined by RIMI within which RIMI can deliver goods based on the address provided by the Customer. The latest territorial area can be found here:
EE: <https://www.rimi.ee/epood/ee/tarneviisid>;
LV: <https://www.rimi.lv/e-veikals/lv/pegades-sanemsanas-veidi>;
LT: <https://www.rimi.lt/e-parduotuve/lt/pristatymo-budai>.
- 1.12. **E-commerce annex** – integral part of “My Rimi” Loyalty program Terms and Conditions and distance contract between RIMI and Customer and/or Participant that is being applied to RIMI ONLINE with or without Rimi profile.

2. General provisions

- 2.1. This E-commerce annex is an integral part of the distance contract that the parties conclude based on the Customer’s order from RIMI ONLINE. The obligations included in this E-commerce annex are mandatory. Violation of the E-commerce annex may be regarded as grounds for termination of the distance contract. The contract is valid for an unlimited period.
- 2.2. By placing an order, the Participant confirms that Participant has read, understood and agrees to the E-commerce annex. The Customer is not allowed to place orders at RIMI ONLINE if the Customer has not read and agreed to the E-commerce annex.
- 2.3. All associated rights to RIMI ONLINE are owned by RIMI which offers and sells goods to Customers during its economic activity in accordance with this E-commerce annex.
- 2.4. E-commerce annex applies to different types of Customers as well as to Participants as defined in “My Rimi” Loyalty program Terms and Conditions.

3. Registration

- 3.1. The Customer can use RIMI ONLINE services and place order as:
 - 3.1.1. Registered Customer:
 - i. by using existing Rimi profile or by creating Rimi profile. Upon creating Rimi profile Customer will become Participant and will get all the benefits arising from the Program.
 - 3.1.2. Guest:
 - i. by providing necessary personal data to complete the order, without creating Rimi profile.
 - 3.1.3. Registered legal entity profile user:

- i. by creating Company profile. Legal entity profile users are eligible for loyalty discounts in the Program, but not for any other customer loyalty benefits in the Program (e.g. “My Rimi” money, Digital stickers etc.).
- 3.2. The Customer is responsible for providing true and accurate information and renewal of the information in a timely manner. After registration, the Customer takes full responsibility for the profile, activation of the profile in the store's facilities, as well as for not disclosing the password to third parties. The Customer is fully responsible for all actions made using the Rimi profile, unless it is proved that another person has used the Rimi profile not because of the fault of the Customer or it happened due to the fault of Rimi. If the Rimi profile is used by another person, RIMI will consider that it is used by the Customer. If the Customer loses login data for the Rimi profile, the Customer must inform RIMI regarding the loss of login data by calling or sending an e-mail to the phone number or e-mail address available at RIMI ONLINE.
- 3.3. Notifications regarding order fulfilment and profile registration (for example, order confirmation, profile registration confirmation, invoice, order cancellation) will be sent to the Customer even if the Customer has selected not to receive notifications and offers since these notifications are necessary to fulfil orders and to notify the Customer regarding order status.
- 3.4. The Customer is responsible for choosing right way of login method to place orders (whether the Customer has connected as a registered customer / guest / a registered legal entity profile user) and its correctness. After the order is placed order details about the Customer and prepared invoices can't be changed.

4. Price, Payments and delivery costs

- 4.1. Prices of goods at RIMI ONLINE are indicated in EUR. All prices shown include any type of value added or other taxes. The goods are sold at prices that are valid at the time of placing the order. The total Delivery price in accordance with E-commerce annex can include other additional fees that will be reflected at the time of placing the order. Bank fees may apply depending on the bank used by the Customer.
- 4.2. The delivery charges are applicable for the service of the Delivery. The delivery fee can be both fixed and dependent on the value of the goods ordered by the Customer and/or the delivery term. By reaching a certain basket size of goods, Customer is eligible for a free Delivery. Information on delivery charges, free delivery thresholds, "Free Delivery subscription" (clause 4.4.), minimum value (clause 4.5.) etc. can be found here: EE – <https://www.rimi.ee/epood/ee/e-poe-teenuste-hinnakiri>, LV – <https://www.rimi.lv/e-veikals/lv/piegades-sanemsanas-veidi>, LT – <https://www.rimi.lt/e-parduotuve/lt/duk>. RIMI has the right to unilaterally determine at its sole discretion charges set herein. Charges are applicable at the time of placing the order and Customer can see the exact delivery price of the order when choosing the delivery time.
- 4.3. Customers might select an express delivery/collection for fast receiving of goods. If express delivery/collection is selected, Customer may be charged a fee for the express service regardless of the amount of the order invoice.
- 4.4. Registered Customers (not available to GUEST users) can purchase service “Free Delivery subscription” that for a certain fixed fee enables Customer to get free delivery to all orders above minimum value for a fixed term (including day of the subscription purchase). “Free Delivery subscription” can be added to the cart in RIMI ONLINE checkout section. This fee cannot be returned if Customer has received at least 1 free delivery or order with “Free delivery subscription” is active. Customer can request refund of the "Free Delivery subscription" fee, if none of the restrictions mentioned herein applies at the time a refund is requested. Refund can be requested by contacting Customer Service. Customer can see the validity period of the subscription when choosing such service and after purchase of the service can be viewed in Customer's profile. Free Delivery subscription is not applicable for express delivery / collection.
- 4.5. Rimi reserves the right to set a minimum value for the Delivery or Collection orders. Applicable minimum value for orders can be viewed RIMI ONLINE and while placing an order.
- 4.6. Customer is able to make order changes add products to Customer's order until Rimi will start order processing. Such additions to orders legally are considered as different transaction (order) with the same delivery as initial order to which additions are made. If order addition's will be allowed, the “add to order” button will be on the Customer profile for the order. If Customer starts to add items to order they are counted as “ordered” only when Customer completes payment for “order amendments”. Customer will have limited time to add items to order once Customer has started amendments. Remaining time will be visible in a specific timer. Once order amendments are completed Customer will receive order confirmation listing items added to the order.
- 4.7. RIMI reserves the right to limit the maximum number of items per order and the time of receipt of fast orders. If the order fully or partially contains products from the RIMI ONLINE section "Pre-order festivity meals", then the specific rules mentioned in the respective section apply to the order.
- 4.8. The purchase of alcoholic beverages, energy drinks and other groups of goods that have limited terms of sale will be only possible after the Customer has confirmed identity and age by a qualified electronic authentication method (applies only to purchases made in Latvia).
- 4.9. If the order is being amended, then coupons attached to the original order are applied to it, if the promotion is active. Adding a coupon only to an amended cart is not possible.

- 4.10. After delivery, RIMI will send to the Customer an electronic source document – an electronically prepared invoice. Electronic source document – invoice is valid without a signature. In Latvia, only for legal entity Customers the order confirmation will be sent together with an electronic source document – an electronically prepared advance invoice. Electronic source document – advance invoice is valid without a signature.
- 4.11. The Customer can pay for the order only using the payment methods available in the RIMI ONLINE menu. Payment must be made before receiving the goods, except legal entities that have approved postpaid or prepaid billing limit.
- 4.12. Registered Customers can subscribe to a regular delivery or collection of the cart and receive products on agreed schedule. Subscription requires a payment by card and saving card data. Upcoming subscription carts are generated based on automatic order. Customer can add or remove cart items until RIMI has started the execution of the order. Price for products is fixed 24 hours before order delivery/collection according to current product price, including delivery fee. In case subscription is scheduled for a time period where orders cannot be received, order time will be moved to the closest possible date and information will be sent to the Customer. Customer can have more than one active subscription. Rimi reserves the right to restrict certain products or categories from subscription service. In case payment card is expired during subscription period, upcoming orders will be cancelled.
- 4.13. RIMI assumes no responsibility for ensuring the weight of the ordered goods. RIMI does its best to ensure that the amount of goods sold by weight matches the Customer's order. However, taking into account the natural size and weight differences RIMI does not guarantee that the quantity of items collected will match the amount on the order; and some weight deviations are expected.
- 4.14. RIMI guarantees that the Customer will not be charged an additional fee if the actual weight of the goods exceeds the weight specified in the order. If the weight of the delivered item is less than the weight specified in the order, the difference between the delivered and ordered amount will be refunded using the payment method that was used when placing the order. The refund request will be processed immediately, but it may take several business days for the refund to be made to the Customer's bank account. If the order has been corrected, the refund will be made to the bank account that was used to make the last transaction.
- 4.15. The order may be subject to a picking and/or packaging fee. This fee may be affected by picking, packaging or similar costs and can be either a fixed price or a price depending on the size of the shopping cart or packaging amount. The fee is not taken into account when calculating the free delivery threshold and the minimum order value, unless other conditions apply at the time of placing the order. The fee is indicated both at the time of placing the order and on the final invoice.
- 4.16. To assemble of goods both paper and plastic packaging and other types of packaging may be used in accordance with the requirements of regulatory enactments.

5. Postpaid and prepaid billing for legal entities

- 5.1. Legal entity can apply for postpaid billing limit or prepaid billing method by filling the application form in RIMI ONLINE Rimi profile after log in as Company profile. Application can be submitted once and is valid for the country, where it is submitted.
- 5.2. By filling the information, Legal entity understands that submitted information, including data of indicated company representatives will be used for verification and decision evaluation. Legal entity is responsible to inform relevant persons, that their personal data are being submitted and will be processed by the Rimi and to introduce with Privacy Policy.
- 5.3. Once application is submitted, within 5 working days it will be reviewed by Rimi to confirm, adjust, or reject the request. Rimi will inform Legal entity by email about the decision made and has the right to contact Legal entity, if necessary (additional questions etc.), by email or other means if such provided in application. During the assessment Rimi has rights to gather data from external company databases and credit registers to evaluate information specified in the application to minimize non-payment or other risks etc.
- 5.4. Assessment and decision will be made about the possibility to cooperate with the Legal entity as a company. Specific positions and information as required by law can be validated against the list of subjects of sanctions or to prevent money laundering and terrorism and proliferation financing.
- 5.5. Rimi reserves the rights to reject requested application or adjust the postpaid limit and not provide any information on the reasons.
- 5.6. After application is reviewed and approved (clause 5.3.) within 3 working days Legal entity will receive an email to sign it digitally and when Legal entity has provided signed application to Rimi and it do not contain any inconsistencies, within 6 working days Rimi will inform Legal entity about confirmation that Legal entity can start using approved billing method. Application together with Terms and Conditions as set new terms and conditions between Legal entity and Rimi come into force when Rimi has informed Legal entity about confirmation specified in this clause. Rimi has the right to unilaterally amend the Terms and Conditions at any time.
- 5.7. Assigned billing method has no expiry date, however can be deactivated together with the Company profile, that is being inactive for 1 year as specified per section 4.9. clause 2. of the Terms and Conditions.

- 5.8. Rimi reserves the right to adjust the postpaid limit, block or cancel it in case of non-payment or violation of other Terms and Conditions or negative financial information is received about the Legal entity and will inform Legal entity 10 days in advance on the decision, meanwhile Rimi is entitled to block the limit. Rimi has the right specified in this clause also to make changes in assigned postpaid or prepaid billing method in case if information is received in regard to sanctions list or money laundering and terrorism and proliferation financing. If Legal entity doesn't agree to the changes, Legal entity has the right to terminate postpaid or prepaid method by providing cancellation in accordance with the terms set herein (clause 5.13.) and fulfilling all payment obligations.
- 5.9. After the application is confirmed and registered by the Rimi, unique account ID will be assigned to the Legal entity to be used in selected country for payments. The Legal entity must comply with the following payment terms:
- 5.9.1. Legal entity has to pay invoices received within 15 calendar days from the day of the invoice, unless agreed in written on different payment terms between the Legal entity and Rimi. Once payment is received, in 2 working days remaining balance will be adjusted and become available for next purchases.
- 5.9.2. RIMI does its best to ensure that every order is fully fulfilled; however, due to the unavailability of some products, RIMI does not guarantee that the delivered order will contain exactly the same products that were ordered RIMI ONLINE. In such cases and in case Legal entity requests refund, amount will be added to available balance in 2 working days.
- 5.9.3. In case payment is not received in agreed terms, Legal entity has to pay late payment interest in the amount of 0,5% from the delayed payment amount per day after payment due date has passed. Rimi has the right to involve debt collection company to ensure debt collection or has the right to transfer Rimi's claim rights to third persons. The Legal entity covers all expenses that will occur in connection with debt collection (payment administration, postal services, court costs etc.) set by the relevant collection company.
- 5.9.4. Legal entity has to pay the invoice for the prices indicated in it with no rights to reduce amount or set-off the payments based on claims or counterclaims.
- 5.10. For approved prepaid billing (and completed clause 5.6.) initial balance for the Legal entity will be 0. After approval, a prepaid invoice needs to be requested to be sent out to the Legal entity (invoice will be sent within 3 working days). Once invoice is paid and processed in Rimi, in 2 working days paid amount will be available for use in online site.
- 5.11. For Legal entity using invoice payment method (postpaid limit or prepaid) invoice will be sent out via email on the same day when order is delivered and will be available also in order history in Company profile.
- 5.12. Purchased goods cannot be used for reselling purposes.
- 5.13. To cancel assigned billing method, Legal entity must fill in and send the contact form to Rimi Customer Service. All not covered invoices have to be paid before the assigned billing method can be terminated.
- 5.14. Rimi reserves the right to remove the billing method possibility as such temporarily or permanently to the legal entities.

6. Collection and Delivery of goods ordered by the Customer

- 6.1. RIMI does its best to ensure that every order is fully fulfilled; however, due to the unavailability of some products at the particular point where the goods are assembled, RIMI does not guarantee that the delivered order will contain exactly the same products that were ordered in RIMI ONLINE.
- 6.2. There is a likelihood that it will be necessary to replace the products that were ordered. The Customer, when placing the order, can oppose whether to replace the ordered product (if the specific product is not available) with another product. If the Customer has selected not to replace the unavailable products, the order will only include the available products. If the Customer allows for product replacement, RIMI will do its best to find products that (according to RIMI) will be the best alternative. However, RIMI cannot guarantee that the selected alternative will certainly meet the Customer's expectations
- 6.3. The Customer, before collection of the order or before delivery, will be informed by e-mail regarding the products Customer will receive and, when choosing the replacement of goods, about their replacement. The Customer will have the right to return the replacement product at the time of receipt of the order (except for deliveries by other third parties (Wolt or others) when the Customer needs to contact the Rimi Customer Service) and receive a refund for the replaced product via the payment method used when placing the order. The price of replacement products is calculated in accordance with the price of products that the Customer originally selected. If the price of delivered replacement products is higher than the price of originally selected products, RIMI guarantees that the Customer will not be charged additionally. If the price of delivered replacement products is lower than the price of originally selected products, the Customer will be refunded the price difference between the replacement and originally selected products via the payment method that was used when placing the order. The amount will be refunded immediately; however, it may take several business days for the for the refund to be made in the Customer's bank account.
- 6.4. Delivery will be made to the address indicated by the Customer when placing the order. RIMI will deliver the Customer's order to the main entrance of the indicated address (apartment or house door) or location indicated by

Customer. On request and as far as possible, the courier can bring the order inside the customer's space. RIMI reserves the right to deliver the order only main entrance to the address.

- 6.5. For orders to company addresses, RIMI can deliver the order to the first floor of the main entrance of the company building, but unfortunately, RIMI cannot deliver the order to Customer's table. If the company has a shared reception, RIMI can deliver the order to the reception.
- 6.6. RIMI provides delivery of products only within Delivery area and at the time of delivery specified by the Customer when placing an order.
- 6.7. The current delivery times for home delivery will be indicated at the time of placing the order or can be found before placing the order. If due to important and objective reasons (for example, force majeure or reasonably unpredictable obstacles beyond the control of RIMI and Customers), the delivery time may be earlier, later or the Delivery may be cancelled, but if the order contains alcoholic beverages and delivery for the above reasons is possible only sooner or later and the actual delivery time does not allow the sale of alcoholic beverages, then alcoholic beverages will not be issued to the Customer and the Customer will receive a refund for the unissued goods.
- 6.8. The issuance of alcoholic and energy beverages shall take place in accordance with the regulatory enactments on trade for alcoholic and energy beverages. The restricted regulations for issuance shall also apply to other goods, if trade restrictions have been imposed on them by regulatory enactments. A person will need to present a valid identity card (ID card) or passport at the time of delivery/collection. When delivering/issuing goods with an age limit, in case of doubt, even if the person receiving the goods turns out to be above the age limit, Rimi can ask for an identity document to make sure that age restrictions are followed. If a document confirming the age will not be available at the time of delivery, there will not be a person who may receive the specific goods, in accordance with regulatory enactments, or at the request of the Customer the order is being left at the specified place without the presence of the Customer, the goods will remain with the courier and the Customer will receive a refund for the unissued goods.
- 6.9. In the event that the order is delivered within the time specified by the Customer, but there is no one at the specified address to receive the order, the Customer will be informed and the Customer will have to contact the RIMI Customer Service as soon as possible, but not longer than within 24 hours, to agree on a new delivery time or to receive the order in a specific store. If the Customer agrees with RIMI on a new delivery time, an additional fee may be charged. If in such cases there have been perishable or short-term goods in the order and it is no longer possible to leave them on the re-delivery, then such goods will be removed and disposed of, and the Customer will not receive a refund for them. If the Customer refuses to have repeated delivery or collection in the store of the order, the Customer will not be refunded for goods that cannot be put back on the store shelf (for example, but not limited to, perishable, short shelf life, manufactured according to the Customer's order, etc.).
- 6.10. Although RIMI does its best to ensure that the Customer's order is delivered within the specified time, RIMI assumes no responsibility for full or partial deviation from the specified delivery time if this deviation was due to the fault of the Customer or other unavoidable circumstances.
- 6.11. Customer can change delivery method until RIMI has started processing the order and until such an opportunity is visible at the order.
- 6.12. If Customer by changing the delivery method will choose cheaper delivery method, the delivery fee will be refunded. If Customer will choose more expensive delivery method, the Customer will be charged an additional fee and the changes will be confirmed only after payment has been made.

7. Quality guarantee and liability

- 7.1. RIMI will always try to choose the freshest and highest quality products for the order. This includes picking the products with the longest expiration date on the shelves, and packaging and transporting products safely. However, opinions regarding satisfactory product quality are subjective and RIMI assumes no responsibility and does not guarantee that the products will always meet the Customer's expectations.
- 7.2. The products displayed at RIMI ONLINE may slightly differ from the same size, shape and colour as the received products due to technical characteristics of various devices used for ordering the products or other reasonably expected differences.
- 7.3. The characteristics of all products sold at RIMI ONLINE are specified in the product description attached to each product.

8. Collection

- 8.1. If Customer chooses to collect the order in store or collect in Rimi Drive, at the time of placing the order Customer chooses the time of collection and the store.
- 8.2. At the moment when the order is prepared and ready for collection, a notification is sent to the Customer. It is possible to receive orders after the time specified in the order by contacting the RIMI Customer Service.
- 8.3. Orders can be received every day of the week during the opening hours of the collection point, which is indicated at the time of placing the order. Customers can receive orders using one of the options offered by RIMI.

8.4. In the event that the Customer does not receive the order within the specified time, the Customer must contact the RIMI Customer Service as soon as possible, but not longer than within 24 hours, to agree on a new collection time. If in such cases there have been perishable or short-term goods in the order and it is no longer possible to leave them on repeated collection, then such goods will be removed and disposed of, and Customer will not receive a refund for them. If it is not possible to contact the Customer or the Customer refuses to receive it again, the Customer will not be refunded for goods that cannot be put back on the store shelf (for example, but not limited to, perishable, short shelf life, manufactured according to the Customer's order, etc.) and this will be considered as adequate compensation for RIMI losses.

9. Right of return and withdrawal

- 9.1. The Customer has the right to unilaterally exercise the right of withdrawal within 14 days of receiving the order, immediately informing RIMI regarding the withdrawal. The right of withdrawal can be exercised in accordance with laws and regulations, this E-commerce annex, and other applicable terms issued by RIMI. Customer informs RIMI about the withdrawal in a free form, which clearly indicates the order number and the goods that Customer wants to withdraw, by sending the withdrawal to the e-mail address specified in clause 11 of these terms.
- 9.2. After notifying of withdrawal, the Customer must return the product to RIMI no later than within 14 days. The Customer shall contact the RIMI Customer Service regarding the place of return of the goods in accordance with the contact information in clause 11 of these terms. Customer is responsible for the direct costs of such withdrawal of order.
- 9.3. The right of withdrawal cannot be used for the following categories of goods: 1) the goods are perishable or expire soon; 2) Customer has opened the packaging of the product, which for health and hygiene reasons cannot be returned; 3) Customer has opened the packaging of audio or video recordings or computer programs; 4) newspapers, periodicals or magazines, except in cases where they are supplied in accordance with a subscription contract (if such is offered).
- 9.4. If the Customer has marked the possibility to replace the goods and any of the goods have been replaced in the order, then the Customer can get acquainted with this information by e-mail before receiving the order. Fresh groceries with a short shelf life, which were used as a replacement for the initially selected products, can be returned only at the time of receipt of the order (except for express delivery, when the Customer needs to contact the Rimi Customer Service) by returning them to the courier at the time of delivery or to the RIMI employee at the time of collection, if the Collection option was used. The refund will be made to the payment account that was used to place the order.
- 9.5. If the Customer, after receiving the order, has established that the order contains damaged (due to the fault of RIMI) and / or poor-quality goods, Customer must contact the Customer Service by sending the information to the e-mail address specified in clause 11 of these terms. Customer must attach a photo/s of the damaged product. If Customer does not have the opportunity to add a photo, the Customer must come to the collection store with the damaged product or, in case of delivery, contact the Customer Service. RIMI reserves the right to request the Customer to return the damaged product to the store.

10. Order cancellation

- 10.1. RIMI reserves the right to suspend the operation of RIMI ONLINE in whole or for a period of time without prior notice to the Customer. In this case, RIMI will refund the Customer for undelivered orders within 10 working days.
- 10.2. Due to necessity to ensure business continuity of RIMI ONLINE, RIMI reserves the right to restrict amount of same product purchases. RIMI, by informing the Customer, has the right to refuse and/or fulfil Customer orders if the Customer orders an unusually large amount of same type of goods (regardless of whether the products have been ordered in one or several orders).
- 10.3. The Customer has the right to cancel the order. After placing the order, there will be a certain time when the Customer himself/herself can cancel the order in RIMI ONLINE. After this period, the Customer can contact RIMI Customer Service and ask for the order to be cancelled, however, there is a possibility that the cancellation of the order is no longer possible. In case of a refund, it will be made to the payment account that was used to place the order.
- 10.4. The Customer does not have the opportunity to cancel the fast delivery/collection order in RIMI ONLINE. To cancel a fast delivery/collection order, you need to contact RIMI Customer Service. When cancelling an express delivery order, the delivery cost and cost related to the picking and packaging of the order is not refundable.

11. RIMI Customer service

- 11.1. If the Customer have any questions regarding shopping at RIMI ONLINE, RIMI encourages Customers to contact Customer Service from in its working hours by calling or e-mailing to following contact information in Customer's country:

Rimi Eesti Food AS:

Working hours: Mon-Fri: 8:00 to 21:00, Sat-Sun: 9:00 to 21:00.

Phone number: +372 6 056 333

E-mail: klienditugi@rimibaltic.com

SIA Rimi Latvia:

Working hours: 8:00 to 22:00

Phone number: + 371 80000180

E-mail: info.lv@rimibaltic.com

UAB Rimi Lietuva:

Working hours: 8:00 to 21:00

Phone number: +370 8 800 29 000

E-mail: info.lt@rimibaltic.com

12. Other provisions and settlement of disputes

12.1. RIMI shall be liable only for those losses of the Customer that have arisen as a direct result of the violation.

12.2. RIMI reserves the right to change, amend or supplement the E-commerce annex or terminate RIMI ONLINE for objective reasons (i.e. taking into account changes in laws and / or regulations, changes in new and / or existing services, etc.). In order to place an order, Customer must get acquainted with the updated version of the annex, otherwise the contract is not concluded. RIMI will notify the customers of the changes or termination of RIMI ONLINE in the form of notification in the Program website and RIMI ONLINE, and (or) kiosks, and (or) RIMI stores, and (or) mobile application and (or) by e-mail to every Customer and will ask for Customer's confirmation upon any new purchase/order.

12.3. E-commerce annex is prepared in accordance with and are governed by the national laws of the country from where the services are rendered to Customer, and all disputes shall be resolved in the court to the procedure established in the legislation of the jurisdiction in which the respective RIMI company involved in dispute is established.

12.4. If the court of law or another competent authority deems any provision within E-commerce annex to be not in accordance with law, incorrect or inapplicable, the ruling does not affect the validity of the remaining terms of E-commerce annex that are in force and fully applicable in accordance with laws and regulations.

12.5. If the Customer believes that RIMI has violated terms of E-commerce annex or other relevant laws and regulations and it has affected the Customer's ability to exercise Customer's rights and such situation cannot be resolved by negotiation, the Customer can submit an application to the national consumer rights protection institution (or in addition in Estonia the Customer can turn to the Consumer Disputes Committee. Terms of the procedure can be viewed, and the application can be submitted <https://komisjon.ee/et>. The Consumer Disputes Committee is competent to resolve disputes arising from an agreement concluded between the Customer and the RIMI. The review of the Customer's complaint by the committee is free of charge. The Customer can also turn to the European Union Online Dispute Resolution platform: <https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>);

In Estonia:

Consumer Protection and Technical Regulatory Authority

Endla 10a, 10122 Tallinn

Telephone: +372 667 2000

Consumer advice hotline: +372 620 1707

E-mail: info@ttja.ee.

In Latvia:

Consumer Rights Protection Centre Republic of Latvia

Brīvības street 55, Rīga, LV-1010

Telephone: +371 654 525 54

E-mail: pasts@ptac.gov.lv.

In Lithuania:

State Consumer Rights Protection Authority (SCRPA)

Vilniaus street 25, 01402 Vilnius

Telephone: (8 5) 262 6751, fax. (8 5) 279 1466

E-mail: tarnyba@vvtat.lt.

13. Data processing and protection

13.1. The Customer's personal data will be used to identify the Customer and to receive orders, to place and deliver orders, prepare accounting documents, including invoices, reimburse the overpaid amounts and refund the amounts for returned products, to administer financial and other responsibilities arising from This E-commerce annex and this distance contract, as well as for the use of services offered by RIMI ONLINE. For more information on the processing of personal data, please see the Privacy Policy: <https://www.rimi.lv/privatuma-politika>.