

Terms and Conditions of **ADENTA Gift Card Purchase and Use**

- The Gift Card is a non-cash payment method that can be used to pay at SIA Adenta Dental Clinic, at Ganību dambis 4, Rīga, Latvia, hereinafter – the Dental Clinic.
- The individual registration number of the Gift Card is provided on it.
- The Gift Card can only be used to pay for dental and beauty care services provided by the Dental Clinic, as well as for the purchase of goods sold by the Dental Clinic.

I Terms and Conditions of Gift Card Purchase

- The Gift Card can be purchased at the reception desk of the Dental Clinic for a cash or non-cash payment or online at the Dental Clinic's website www.adenta.lv using Visa, MasterCard, Maestro payment cards.
- If the Gift Card is purchased online, it can be opened and printed immediately after its purchase on the Dental Clinic's website, as well as it will be sent to the email address provided at the time of purchase of the Gift Card. After closing the website, it will not be possible to print the Gift Card from the website repeatedly.
- A Gift Card that is purchased online can be printed using any computer software that supports opening a PDF (Portable Document Format) file, such as the free Adobe Reader software available at www.adobe.com or Microsoft Edge.
- The Buyer of the Gift Card may choose the value of the Gift Card according to the nominal offer of Gift Cards published on the website of the Dental Clinic www.adenta.lv or offered at the reception of the Dental Clinic.
- The minimum value of the Gift Card is EUR 20.
- The Buyer of the Gift Card shall have the right to transfer the Gift Card to third parties, informing them of the Terms and Conditions of the Gift Card Purchase and Use, ensuring that these persons agree and comply with all the Terms and Conditions of the Gift Card Purchase and Use.
- By purchasing the Gift Card, the Buyer confirms that he/she is familiar with the description and prices of the services offered by the Dental Clinic. The Buyer is aware that the Dental Clinic may refuse to provide certain services to a person, if he/she does not meet the requirements for the provision of the services, in which case neither the Buyer, nor the user of the Gift Card will be refunded the money paid for the Gift Card.
- Prior to the provision of the relevant services the Dental Clinic shall have the right to require the user of the Gift Card to sign an additional covenant and consents, that are related to the provision of the services, and do not contradict these Terms and Conditions. The Buyer is informed that in the case that the user of the Gift Card refuses to sign the covenant, the Dental Clinic shall have the right to refuse to provide services and in such case the Buyer will not be refunded the amounts paid to the Dental Clinic.

II Terms and Conditions of Gift Card Use

Gift Card validity period

- The Gift Card is valid for 24 (twenty four) months from the date of its purchase. The Gift Card expiry date is provided on the Gift Card. The last day of validity of the Gift Card shall be the date after 24 months, which coincides with the date of purchase of the Gift Card, until 12:00 midnight Latvian time.
- The expiry date of the Gift Card cannot be extended or renewed.

Procedure of use of the Gift Card at the Dental Clinic

- The Gift Card may be used to pay for the services received or the goods selected at the Dental Clinic by presenting it to the Dental Clinic receptionist responsible for accepting the payment for the services provided to or the goods selected by the user of the Dental Clinic's Gift Card.
- The Gift Card can only be used during the period of its validity to pay for the services provided or goods sold by the Dental Clinic.
- After its expiry date the Gift Card cannot be used to pay for the services received at the Dental Clinic, nor to purchase the goods sold at the Dental Clinic.
- The Gift Card cannot be exchanged for money during its period of validity, nor after its expiration.

Payment procedure for the services received and goods purchased at the Dental Clinic

- The Gift Card may be used for any number of purchases and services, the total value of which does not exceed the value of the Gift Card.
- The Gift Card can be used together with other payment methods.
- No minimum purchase amount is provided.
- The Gift Card balance, as well as other relevant information about the Gift Card and its use can be found by presenting the Gift Card at the reception of the Dental Clinic.

Damaged, Lost, Counterfeit Gift Cards

- In the case of loss, the Gift Card is not renewed.
- Damaged Gift Card may be exchanged at the Dental Clinic's reception desk, if the degree of its damage is sufficient to identify the Gift Card and its unique registration number.
- The Dental Clinic reserves the right to inspect the Gift Cards and to confiscate all counterfeit Gift Cards.
- Reproduction, duplication, and resale of the Gift Cards in any form is prohibited.
- The Buyer and the user of the Gift Card shall be responsible for keeping and securing the Gift Card and its data confidential, in order to prevent possible unlawful acts of third parties.

III Right of Withdrawal

- The Buyer of the Gift Card shall not have the right to refuse the Gift Card and the money paid shall not be refunded, except as specifically provided in these Terms and Conditions.
- If the Buyer is a natural person, the Buyer shall have the right to withdraw from the purchase of the Gift Card, by notifying the Dental Clinic thereof in writing within 14 (fourteen) calendar days from the date of purchase of the Gift Card.
- The form for the notice of withdrawal is available on the website of the Dental Clinic at www.adenta.lv.
- Notification on the use of the right of withdrawal:
 - can be e-mailed to adenta@adenta.lv, which in accordance with the Electronic Documents Law of the Republic of Latvia must be signed with a secure electronic signature and which must include the number of the Gift Card, the name and surname of the payer, the payment date, the payment amount and the account number, from which the payment was made, as well as the account number, to which the payment must be refunded;
 - can be filled in by arriving in person at the premises of the Dental Clinic, by presenting a personal identity document and a certified bank's printout, which provides the name and surname of the payer, the payment date and time, and the account number, from which the payment was made.
- Notice of Exercise of the Right of Withdrawal shall be deemed received on the day it is e-mailed to adenta@adenta.lv, if the day of sending it is a working day or on the next working day, if the day of sending is a holiday or a public holiday.
- Upon receipt of the Notice of Exercise of the Right of Withdrawal the Dental Clinic shall annul the relevant Gift Card and the Buyer shall be obliged to destroy the Gift Card immediately after receiving the returned money. The right of withdrawal cannot be exercised, if the Gift Card has already been used to pay for the goods or services.
- Upon receipt of the Buyer's notice of withdrawal from the Gift Card purchase transaction referred to in the previous clause, the Dental Clinic shall refund the amount received for the Gift Card to the Buyer within 14 (fourteen) days.
- Only the Buyer can use the right of withdrawal, and in the provided case the money shall be refunded to the Buyer only and not to the user of the Gift Card.

IV Data Protection and Prevention of Laundering the Proceedings from Criminal Activity

- Before issuing the Gift Card, the Dental Clinic shall have the right to perform customer identification and research procedures in accordance with the regulatory requirements, including shall have the right to request the Buyer and the user of the Gift Card to submit additional data and information that the Dental Clinic considers necessary for performing customer identification and research procedures, and shall have the right to refuse to issue the Gift Card or to enter into other transactions with the Buyer or the user of

the Gift Card, if the identification of the customer is not possible or if the Dental Clinic suspects possible money laundering attempts, as well as in other cases as provided by the regulatory enactments.

- The Dental Clinic shall not be liable for the proper performance of its obligations, if the data provided by the Buyer is false, inaccurate or incomplete.
- Data about the issued Gift Cards, as well as about their balances and the transactions made with the Gift Cards shall be recorded in the electronic accounting system of the Dental Clinic.
- The Buyer confirms his/her consent to the processing of his/her data submitted for the purpose of executing this transaction.
- The Dental Clinic shall have the right to use the data provided by the Buyer and the data on the executed transactions to provide the Buyer with information on the current events and special offers of the Dental Clinic, provided that the Buyer has given his/her consent by approving it in the corresponding offer.

Phone for inquiries on working days accordingly to the current Dental clinic opening hours: +371 67 339 300, e-mail: adenta@adenta.lv.

By paying for the Dental Clinic's Gift Card, the Buyer confirms that he/she has read, understands and agrees to the Terms and Conditions of ADENTA Gift Card Purchase and Use.