

GIFT CARD PURCHASE AND USAGE TERMS (SIA “KLA Agency”)

A gift card is a non-cash payment instrument that can be used exclusively to pay for services provided by SIA “KLA Agency”. A gift card can be ordered on the website kla-agency.com, by phone +371 257 317 67, via WhatsApp/SMS, or by email at info@kla-agency.com.

The visual design of the gift card (printed or digital card) is informational material and is not a valid means of payment on its own. The gift card’s unique code and expiration date are sent exclusively electronically — to the email address provided by the purchaser. Without the unique code received by email, the gift card cannot be used.

SIA “KLA Agency” reserves the right to unilaterally amend these terms. Amendments do not apply to gift cards that have already been purchased.

1. Ordering and Purchasing a Gift Card:

1. A gift card can be ordered on the website kla-agency.com, by phone (+371) 257 317 67, as well as by contacting us via WhatsApp/SMS or email at info@kla-agency.com
2. After receiving the order, SIA “KLA Agency” issues an invoice and sends it to the email address provided by the buyer.
3. A gift card is not an invoice, receipt, or confirmation of service purchase. An invoice is issued only at the time of actual booking and payment for the service.
4. After the invoice is paid, the unique gift card code, its expiration date, and the terms of use are sent to the email address provided by the purchaser.
5. The order may be cancelled at any time before the invoice is paid.
6. Once payment is received, the transaction is considered completed and the payment is non-refundable, except in cases where the buyer uses the 14-day withdrawal right provided by the Consumer Rights Protection Law. The buyer has the right to withdraw from the transaction within 14 days from the date of purchase of the gift card and receive a full refund, provided the card has not been used. In case of withdrawal, the unique code of the card is immediately cancelled and becomes completely invalid for any further use. To exercise the withdrawal right, the buyer must submit a written notice to info@kla-agency.com. The refund is made only to the same payer and only to the same bank account from which the original payment was made.
7. The gift card is activated automatically after full payment of the invoice.
8. The buyer may choose any value of the gift card.

9. The gift card may be transferred to third parties. The third party is bound by these usage terms.
10. SIA "KLA Agency" does not restore the card or its unique code and does not compensate any losses resulting from loss, theft, damage, or misuse of the card.
11. Any person using the unique code of the gift card is considered an authorized user, and the transaction is deemed valid.
12. The purchaser is fully responsible for the storage, security, and accessibility of the email account to which the unique code was sent.

2. Gift card usage terms:

1. *Card validity*
 - i. The gift card is valid for 36 (thirty-six) months from the date of purchase.
 - ii. The expiration date is not indicated on the visual design of the card and is available only in the email sent to the purchaser after payment.
 - iii. The expiration date cannot be extended.
 - iv. After the expiry date, the card is cancelled and becomes invalid.
2. *Usage*
 - i. The gift card may be used only until its expiry date.
 - ii. The card cannot be exchanged for cash.
 - iii. The value of the card may be used for multiple purchases until the amount is fully spent.
 - iv. Any unused balance is not refunded.
 - v. Information on the balance or status of the card can be obtained by writing to info@kla-agency.com.
 - vi. Copying, reproducing, or any unauthorized duplication of gift cards is prohibited.
 - vii. The buyer and the card user are responsible for keeping the card and its unique code secure.
 - viii. If the card or its code is lost, damaged, or becomes accessible to third parties, SIA "KLA Agency" is not responsible for losses or limited usage possibilities.
 - ix. A gift card does not guarantee the availability of a specific service on a specific date or period. Availability depends on free spots, seasonality, and other factors.
 - x. When using the gift card, the current service prices at the time of booking apply.

- xi. If a service is discontinued, cancelled, or no longer available, the buyer has the right to use the value of the gift card for other services provided by SIA “KLA Agency”.
- xii. The visual form of the card (printed or digital card) is not valid without the unique code received by email.
- xiii. Only one gift card may be used per person and per trip, regardless of how many gift cards the person has received or how they were obtained (including promotions, campaigns, or free offers). This limitation is based on the fair use policy and is intended to prevent misuse of gift cards.
- xiv. Each gift card may be used for one trip only. If a person has multiple gift cards, they may be used for different trips, but not within the same booking.

3. *SIA “KLA Agency” is not liable, to the extent permitted by applicable legislation, for:*

- 1. technical errors (SMS, email, WhatsApp, etc.);
- 2. unavailability of services due to partners;
- 3. force majeure (strikes, war situations, pandemic, communication disruptions, etc.);
- 4. customer mistakes, incorrect data, incorrect email address;
- 5. malicious actions by third parties.

4. Data protection:

- 1. The buyer confirms that the provided data is true and accurate.
- 2. SIA “KLA Agency” processes the buyer’s data to ensure the issuance and use of the gift card, in accordance with applicable data protection regulations.
- 3. SIA “KLA Agency” stores information about issued gift cards, balances, and transactions performed.
- 4. Data is not shared with third parties, except in cases required by law.
- 5. Data is stored no longer than necessary for accounting and legal compliance purposes.

These terms are applied and interpreted in accordance with the laws of the Republic of Latvia. In the event of a dispute, the parties will first attempt to resolve it through negotiation; if this is not possible, the dispute will be reviewed by the court of the Republic of Latvia at the registered legal address of SIA “KLA Agency”.

SIA “KLA Agency” contacts

- Phone/WhatsApp: +371 257 317 67

- Email: info@kla-agency.com
- Website: kla-agency.com

By making payment for the gift card, the buyer confirms that they have read, understood, and agree to the gift card purchase and usage terms.