

Longo Estonia OÜ Reservation Rules

Longo offers online car reservations on the website in collaboration with Montonio Financing. All payments are made via a bank link. The following terms apply to Longo's online car reservation:

1. Longo cars can be reserved for a reservation and transportation fee starting from 49 € depending on related costs.
2. In case of cancellation, the reservation fee is non-refundable.
3. To ensure the customer has enough time to make a decision, the car reservation is valid for 3 calendar days (or for the period agreed upon between the sales manager and the customer) from the moment the car is available at the sales location.
4. A Longo sales representative will contact the customer within 1-2 hours after the reservation is made. If the reservation is made outside of business hours, the customer will be contacted on the next business day.
5. The customer may cancel the reservation at any time by calling Longo at 600 3115 or emailing info@longo.ee (the reservation fee is non-refundable).
6. Longo reserves the right to cancel the reservation at any time due to unforeseen circumstances. In such cases, the reservation fee will be refunded to the customer.
7. The reservation will be automatically canceled if Longo is unable to contact the customer within 3 calendar days from the moment of reservation. In this case, the reservation fee will be considered as a penalty and will not be refunded or transferred to another Longo car reservation.
8. In case of force majeure, the customer can request a review of the reservation fee refund by submitting a relevant application to info@longo.ee.