

# Longo Estonia OÜ Reservation Terms

Longo provides the option of reserving a car online via Longo website using the Montonio solution. The payment is done via BankLink. Longo online reservation is provided in accordance with the following terms:

1. Longo cars can be reserved for a fee of 99 € (this amount is deducted from the final sales price in the case of a purchase).
2. In case of cancelation, the reservation fee is not refundable; however, it can be transferred to another Longo car.
3. To give sufficient time for decision making, customer-made car reservations are valid for 3 calendar days (or for a time period agreed on with the Sales Manager) from the moment when the car is available in the chosen sales location.
4. At the same time one customer can reserve one car.
5. Longo sales specialist will contact the customer within 1 – 2 hours from the reservation moment. If the reservation is made outside the working hours, Longo will contact the customer on the next working day.
6. The customer can cancel the reservation at any time by calling Longo at 6003115 or writing an email to [info@longo.ee](mailto:info@longo.ee).
7. Longo may cancel the reservation at any time if any unforeseen circumstances arise. In such a case, the reservation fee is returned to the customer.
8. The reservation is automatically canceled if Longo cannot contact the customer within 3 calendar days from the reservation date. In this case reservation payment is considered as a contract penalty and cannot be refunded or transferred to another Longo car.
9. The customer may apply for a refund review in the case of Force Majeure by writing an email to [info@longo.ee](mailto:info@longo.ee).