

TERMS OF USE OF CONFIDO GIFT CARD

Valid from 9 December 2022

1. PURCHASING

- 1.1. The gift card („**Gift Card**") is sold by Arstikeskus Confido AS, registry code 12381384, address Veerenni 51, 10138 Tallinn, e-mail info@confido.ee („**Confido**").
- 1.2. Gift Cards are available for purchase through the website <https://store.confido.ee> („**Website**") and in all Confido clinics and walk-in clinics („**Confido Clinic**"), except from testing and vaccination points.
- 1.3. Locations and opening hours of Confido Clinics can be found on the Confido website www.confido.ee or by calling 1330.
- 1.4. When making a purchase through the Website, select the monetary value of the Gift Card („**Value**"), enter the purchaser's contact e-mail address („**E-mail Address**"), postal address, given name and surname and pay Confido the amount corresponding to the Value using the payment method provided on the Website.
- 1.5. The Gift Card is issued in the Value chosen and paid for by the purchaser.
- 1.6. Gift Cards purchased through the Website are electronic and sent to the E-mail Address entered on the Website when making the purchase. Gift Cards can also be saved as PDF-files.

2. USE

- 2.1. The Gift Card can be used as a means of payment for health care and health services and products offered by Confido (hereinafter also referred to as the „**Services**") at all Confido Clinics.
- 2.2. The Gift Card is not nominal and can be used by the person who first presents the Gift Card or the security code thereon when paying Confido for a Service before the expiry of the period of validity indicated on the Gift Card. Confido can also provide the health care and/or health services paid for with the Gift Card after the Gift Card has expired.
- 2.3. The Gift Card can be used to pay for Services in the amount of the Value within six (6) months from the date of purchase of the Gift Card. The number of purchases is not limited.
- 2.4. If specific Services are indicated on the Gift Card, the Gift Card can only be used in respect of those Services. The Services indicated on the Gift Card cannot be

exchanged or replaced. The Gift Card does not grant or guarantee any priority, and the health care and/or health services indicated on the Gift Card can only be used if appointments are available.

- 2.5. The validity and Value of Gift Cards can be checked on site at the Confido Clinics.
- 2.6. If the cost of the Service exceeds the Value of the Gift Card, the difference in price can be paid using other payment methods available at the relevant Confido Clinic.
- 2.7. If the cost of the Service is less than the Value of the Gift Card, Confido will not compensate for or return the amount remaining on the Gift Card.
- 2.8. Gift Cards cannot be returned, replaced or cashed.
- 2.9. Expired Gift Cards become invalid and Confido will not compensate for its Value and/or balance.

3. SAFETY

- 3.1. Please keep the Gift Card and its codes safe. The Gift Card holder is overall responsible for maintaining the safety of the code.
- 3.2. Confido is not liable for any damage resulting from the Gift Card codes falling into the hands of any third persons (including in the event that the Gift Card falls into the hands of any third persons due to the entry of an incorrect E-mail Address, in the case of automatic redirects set with regard to the E-mail Address entered, etc.).
- 3.3. The risk of preservation and accidental destruction of and damage to the Gift Card passes to the purchaser of the Gift Card from the moment Confido delivers the Gift Card to the E-mail Address and/or makes the Gift Card physically available to the purchaser. Gift Cards that are lost, destroyed or come into possession illegally will not be replaced and the Value of a used Gift Card will not be compensated for.

4. WITHDRAWAL FROM PURCHASE

- 4.1. The consumer has the right to withdraw from the purchase of the Gift Card within 14 days from the day Confido delivers the Gift Card to the E-mail Address. In the case of withdrawal from purchase, Confido compensates for the Value of the Gift Card. The purchase of a Gift Card cannot be withdrawn once the Gift Card has been used.

5. OTHER TERMS AND CONDITIONS

- 5.1. In the event of any problems using the Gift Card send an e-mail to info@confido.ee. All complaints must be made in writing no later than within 30 days after the fact of

the complaint. Complaints are reviewed within 15 calendar days.

- 5.2. Confido is entitled to change the terms of use of the Gift Card by publishing the changed terms and conditions on its website <https://www.confido.ee/kinkekaart>.
- 5.3. Personal data provided when purchasing a Gift Card is processed in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC. Confido is the data controller.
- 5.4. The terms of use of the Gift Card are governed by Estonian law.