



TERMS OF SALE

(Last updated: 8 July 2026)

These Terms of Sale (“**Terms of Sale**”) set out the terms and conditions governing your purchase of Products through the Website for delivery to the Countries.

Please read these Terms of Sale carefully before placing an Order. By placing an Order and confirming that you have read and accepted these Terms of Sale at checkout, you acknowledge and agree to be bound by them.

Your use of the Website is also subject to other legal documents available on the Website, including our Privacy Policy and Cookie Policy, as well as our Delivery & Shipping information (<https://lore-shop.com/customer-service/#delivery>) and our Returns & Refunds policy (<https://lore-shop.com/customer-service/#returns-refunds>)

Purchases on the Website are available only to Consumers.

Capitalized terms used in these Terms of Sale have the meanings given to them in the Definitions section below, unless otherwise stated.

These Terms of Sale, together with your Order and our Order Confirmation, form the entire contract between you and us for the supply of Products (the “**Contract**”). No other terms or conditions shall apply unless we expressly agree otherwise in writing (including by email).

We may update these Terms of Sale from time to time by publishing an updated version on the Website. Any updates will apply only to Orders placed after the updated version is published and will not affect any Order for which you have already received an Order Confirmation.

A copy of these Terms of Sale may be saved electronically or printed.

1. SELLER DETAILS

Seller (“**we**”, “**us**”, “**our**”): Sole Proprietor (Individual Entrepreneur) Kurchanov Petr Pavlovich
UNP (Tax ID): 193971005

Address: 80, Maksim Bodganovich Str., apt. 54, Minsk, Republic of Belarus

Email: support@lore-shop.com

Phone: +375 25 912-98-46

Website: lore-shop.com (the “**Website**”)



2. DEFINITIONS

In these Terms of Sale:

- “**Consumer**” means any natural person making purchases for purposes unrelated to their trade, business, craft, or profession.
- “**Countries**” means the countries to which we offer shipping through the Website at the time you place your Order (as shown at checkout and/or in our Delivery & Shipping information: <https://lore-shop.com/customer-service/#delivery>).
- “**Contract**” means the contract between you and us for the sale and purchase of Products, comprising your Order, our Order Confirmation and these Terms of Sale.
- “**Delivery**” means the delivery of the Products to the shipping address you provided in the Order.
- “**Order**” means an order for Products submitted through the Website.
- “**Order Receipt**” means an automatic message (if any) acknowledging that your Order has been received by our system. An Order Receipt does not mean acceptance.
- “**Order Confirmation**” means our email (or other written message) confirming acceptance of your Order and/or confirming shipment of all or part of the Products.
- “**Personal Data**” means personal data as described in our Privacy Policy.
- “**Products**” means the products that we sell on the Website from time to time.
- “**Return Request**” means your request to return Products in accordance with Section 9.
- “**You**” means the Consumer placing an Order on the Website.

3. ELIGIBILITY AND CUSTOMER RESPONSIBILITIES

To place an Order, you must be at least 18 years of age (or have legal capacity to enter into a purchase contract under the laws applicable to you).



You are responsible for ensuring that all information provided in your Order (including email, phone number, shipping address and any delivery instructions) is accurate and complete.

We may refuse or cancel Orders that appear to be placed for resale, commercial distribution, fraudulent purposes, or misuse of the Website.

4. ORDER PROCESS AND ACCEPTANCE

To place an Order, you select Products on the Website and proceed to checkout.

Each Order submitted constitutes an offer to purchase Products from us. Orders are subject to availability and acceptance by us.

We may refuse to accept your Order, including (without limitation) where:

- (a) you provided incorrect or incomplete information (including insufficient or incorrect shipping address or payment details);
- (b) there is an error on the Website relating to the Products you ordered (for example, a pricing or description error);
- (c) the Products are no longer available;
- (d) we cannot ship to your destination;
- (e) we reasonably suspect fraud, abuse, or resale activity;
- (f) you do not meet the eligibility requirements.

If we are unable to accept your Order, we will notify you using the contact details provided in your Order and, where applicable, arrange a refund.

The Contract is concluded only when we send you the Order Confirmation.

We reserve the right to accept your Order in whole or in part. In the event of partial acceptance, we will confirm the accepted Products and handle payment/refunds accordingly.

5. PRODUCT INFORMATION AND AVAILABILITY

We make reasonable efforts to ensure that the information about Products displayed on the Website is accurate and up to date. However, product images are illustrative and minor differences may occur (for example, due to screen settings).



The inclusion of any Products on the Website does not guarantee that the Products will be available at the time you place an Order.

We may change Product information (including prices, descriptions, and availability) at any time. Such changes will not affect Products for which you have already received an Order Confirmation.

6. PRICES, CURRENCY, TAXES, AND CUSTOMS

The prices of the Products are indicated on the Website and will be confirmed at checkout and in the Order Confirmation.

Prices for Products may be displayed on the Website in various currencies for the convenience of users. In the event that the currency of your payment card or account differs from the currency in which the settlement with the Seller is processed, any price displayed on the Website in a foreign currency is for indicative (estimated) purposes only. The final amount charged to your account may differ from the price displayed on the Website due to currency exchange rates applied by your issuing bank or payment system at the time of the transaction. We are not responsible for any such discrepancies.

Shipping may be complimentary for some destinations, while shipping charges may apply for others. Any applicable shipping costs will be displayed at checkout and/or described in our Delivery & Shipping information: <https://lore-shop.com/customer-service/#delivery>

For international shipments, your Order may be subject to customs duties, taxes, and fees in the destination country. Unless explicitly stated otherwise, such charges are the responsibility of the recipient/customer and are not controlled by us.

Your bank, card issuer, or payment provider may apply additional charges (for example, currency conversion or international transaction fees). Such charges are not imposed by us and remain your responsibility.

7. PAYMENTS

Payments on the Website are processed through our payment service provider (bePaid) and/or other payment methods made available at checkout.

Payment card details are entered in the payment provider's secure environment. We do not store full payment card details.



Depending on the payment method and provider rules, your payment may be authorized, pre-authorized (held), and/or captured (charged) at different stages (for example, upon acceptance or shipment).

Please note that the final debit of funds by your bank may be processed at the exchange rate in effect on the date the transaction is cleared by the issuing bank, which may result in a variation in the final amount in your local currency compared to the time the Order was placed.

If the payment cannot be authorized or processed, we may decline to accept or fulfill the Order.

8. SHIPPING, DELIVERY, AND ORDER TRACKING

We ship Orders from the Republic of Belarus.

Delivery is generally performed via Belpochta International postal service or other delivery services available in the destination country, subject to availability.

Delivery times are estimates only and may vary due to postal operations, customs procedures, holidays, force majeure and other circumstances beyond our control. We do not guarantee delivery by a specific date unless expressly agreed in writing.

If tracking is available, we will provide the tracking number (typically in the Order Confirmation or by email).

You are responsible for providing a correct shipping address and contact details. If a parcel cannot be delivered due to incorrect details, refusal to receive, or failure to collect, additional costs may apply and delivery timeframes may be impacted.

Upon delivery, you should check the parcel packaging for visible damage before accepting it where reasonably possible. If the parcel appears damaged, please document it (photos/videos) and contact us as soon as possible.

9. RETURNS AND REFUNDS (14 DAYS)

9.1. Change-of-mind returns (non-defective Products)

Subject to eligibility and applicable law, you may request to return eligible Products within 14 days from Delivery.

To be eligible for a return, Products must:



- (a) be unused and in their original condition;
- (b) be returned in the full original packaging and any protective outer packaging (where applicable);
- (c) be accompanied by the information needed to identify the Order (e.g., order number).

9.2. Exclusions and legal restrictions

Certain Products may be non-returnable or restricted from return/exchange under applicable law and/or due to the nature of the Products. If an item is not eligible for return, we will inform you.

9.3. Return procedure

To initiate a return, please contact us at support@lore-shop.com or via the contact form available on this page: <https://lore-shop.com/customer-service/#contact-us> and include:

- (a) your order number;
- (b) the item(s) you wish to return;
- (c) the reason for return.

We will provide instructions for the return shipment (including where to send the Products).

9.4. Return shipping costs

Unless the return is due to a defective Product, transit damage, or our error (e.g., wrong item shipped), return shipping costs are borne by the customer.

9.5. Refunds

If your return is approved after inspection, we will process the refund to the original payment method used (where technically possible) or another method agreed with you. Refund timing may depend on payment provider and banking processing times. Where required by applicable law, refunds will be processed without undue delay and within the legally required timeframe after receipt and inspection of returned Products.

9.6. This section does not limit mandatory consumer rights

Nothing in these Terms of Sale limits rights that cannot be excluded under applicable law.

For more details, please refer to our Returns & Refunds policy available here:

<https://lore-shop.com/customer-service/#returns-refunds>

10. DEFECTIVE PRODUCTS, TRANSIT DAMAGE, OR WRONG ITEMS

If you receive a Product that is defective, damaged in transit, or incorrect, please contact support@lore-shop.com as soon as reasonably possible and provide photos/videos of the Product and



packaging.

We will review your request and propose an appropriate remedy (replacement, refund, partial refund, or other remedy) as required by applicable law and the circumstances.

11. GIFTS AND THIRD-PARTY RECIPIENTS

You may purchase Products as a gift and have them delivered to a different recipient.

By providing a recipient's name, phone number and address, you confirm that you have the right to provide such Personal Data for delivery purposes and that you comply with applicable privacy requirements. We process recipient data in accordance with our Privacy Policy that is available here: <https://lore-shop.com/privacy-cookie-policy/>

12. RESALE

The resale or commercial redistribution of Products purchased on the Website may be prohibited. We reserve the right to refuse or cancel Orders if we reasonably suspect that Products are intended for resale or commercial use.

13. INTELLECTUAL PROPERTY

The Website and its contents (including texts, images, designs, trademarks and logos) are protected by intellectual property laws. You may not use any Website content without our prior written permission except as permitted by law.

14. PERSONAL DATA AND COOKIES

When you place an Order, you provide Personal Data. We process Personal Data in accordance with our Privacy Policy and Cookie Policy available in the Privacy & Cookie Policy section of the Website: <https://lore-shop.com/privacy-cookie-policy/>.

15. OUR LIABILITY TO YOU

Nothing in these Terms of Sale excludes or limits liability that cannot be excluded or limited under applicable law.



To the maximum extent permitted by applicable law, we will not be liable for indirect or consequential losses (including loss of profit, loss of revenue, loss of business or goodwill) arising from the Contract or your use of the Website.

We are not liable for delays or failure to perform caused by circumstances beyond our reasonable control (including postal disruptions, customs delays, and force majeure).

16. GOVERNING LAW AND DISPUTES

These Terms of Sale and the Contract are governed by the laws of the Republic of Belarus, without prejudice to mandatory consumer protection rules that may apply in your country of residence.

If you have any questions or concerns, please contact us first at support@lore-shop.com and we will attempt to resolve the matter.

17. CHANGES AND UPDATES

This Terms of Sale is effective from the “Last updated” date indicated above.

We may update these Terms of Sale from time to time by publishing an updated version on the Website. Updates will not apply to Orders already accepted via an Order Confirmation.

18. SEVERABILITY

If any provision of these Terms of Sale is deemed invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

19. CONTACT / CUSTOMER SERVICE

Email: support@lore-shop.com

Phone: +375 25 912-98-46

Postal address: 80, Maksim Bodganovich Str., apt. 54, Minsk, Republic of Belarus

You may also contact us via the contact form: <https://lore-shop.com/customer-service/#contact-us>