# General Terms of Sale

Version 1.0, applies to orders placed from 13 November 2026.

These terms apply to buying massage chairs on heko.si. The seller is Lanbor, trgovina in storitve d.o.o. (brand HEKO). Part A applies to consumers, part B to businesses. The withdrawal form is in part D, the promotion and gift terms in part E. This English translation is for information; in case of discrepancy the Slovenian text prevails.

## A General Terms of Sale for Consumers

### 1. Who we are

1.1 The seller is Lanbor, trgovina in storitve d.o.o., Ulica Franca Rozmana-Staneta 4, 4000 Kranj, Slovenia, registration number 7577842000, VAT ID SI71497897, trading as HEKO.

1.2 Contact: info@heko.si, +386 41 830 401 (charged at your basic rate). Orders, questions, claims and complaints go to the same address.

1.3 These terms apply when you buy as a consumer. Part B applies to legal persons and to natural persons who buy the chair for the purposes of their trade, business or profession. A delivery address or placing the chair in business premises does not by itself exclude consumer status. When ordering, the buyer states the purpose of the purchase.

### 2. Prices

2.1 Prices are in euros and include 22% VAT. For every chair the price includes delivery to the building entrance; for chairs under clause 6.1 it also includes carry-in and assembly. The price label states what applies to that chair.

2.2 Chairs and prices on heko.si are not a binding offer. You make the offer when you place the order; the contract is concluded with our confirmation (clause 3).

2.3 The price shown when you place the order applies. Once we confirm the order, we do not change the price.

2.4 If a price or description is obviously wrong (a missing digit, a mixed-up model, a wrong product photo), we tell you before confirming and offer the correct price. You may then cancel the order at no cost.

2.5 A reduced price is always shown with the prior price, which is the lowest price in the 30 days before the reduction.

2.6 Photos show the actual chair; the colour shade on screen may differ slightly. Technical data come from the manufacturer, iRest.

### 3. Ordering and conclusion of the contract

3.1 You order on heko.si in these steps: chair and colour, delivery address, building access, service (delivery, carry-in and assembly), gift if a promotion offers one, payment method, summary and the button "Order with obligation to pay". You can correct every entry before submitting.

3.2 Right after submitting you receive an email "We have received your order". **This confirms receipt; it does not conclude the contract.**

3.3 Receipt of an online order does not mean that we accept it. Before accepting it we check availability, the price and whether delivery is feasible. We may decline an order for an objectively justified reason, in particular in the cases listed below; we tell you the reason without undue delay. **The contract is concluded when you receive our order confirmation with a pro forma invoice by email.** Changes to your order apply only after your express written confirmation.

3.4 We normally contact you within one working day to agree on the delivery date and check access. With the confirmation we send the pro forma invoice, the full version of the general terms that applies to your order and the withdrawal form as files you can save.

3.5 In particular, we decline an order if:

a. the price or description is obviously wrong (2.4);
b. the supplier cannot deliver the chair or colour within the period in clause 5: we offer a new date or an equivalent model, or you may cancel;
c. based on your access details, carry-in cannot be done safely: we agree on another way, or you may cancel;
d. for instalments: Leanpay does not approve the credit;
e. we cannot reach you by phone or email within two working days despite two attempts.

We tell you the reason by email and refund anything paid within 14 days.

3.6 If within three working days of placing the order you receive neither our confirmation nor notice of a reason under 3.5, you may withdraw the order at no cost with one message to info@heko.si.

3.7 The contract is concluded in Slovenian. You receive the order, the confirmation and the terms by email; we keep them for 10 years.

## 4. Payment

4.1 **Pro forma invoice (UPN):** you receive it with payment details together with the order confirmation. Payment is due within 7 days of the invoice; it is on time if you give the payment order to your bank within that period. We order the chair from the supplier once full payment is received.

4.2 If payment is not made on time, we send a reminder. If you do not give the payment order within 3 further working days after the reminder, the contract ends and neither party owes anything. As long as the contract is in force, the promotional price and gift in your order apply.

4.3 **Instalments (Leanpay), when available:** credit is granted by Leanpay d.o.o. under its own terms and at its own discretion. Our contract is concluded on condition that Leanpay approves the credit and completes identification; only then do we order the chair. If identification is not completed within 14 days of our confirmation, the contract ends. If you withdraw from the purchase, the credit agreement also ends.

4.4 **Interest on prepayment:** because you pay before delivery, you are entitled to interest for the period from our receipt of payment until delivery, at the rate that our reference bank, NLB d.d., pays on savings deposits fixed for three months. We deduct it on the final invoice. No interest is due if payment arrives less than three working days before delivery.

4.5 On receipt of payment we issue an advance invoice; on delivery, the final invoice.

## 5. Delivery

5.1 We deliver only to addresses in the Republic of Slovenia.

5.2 **Delivery to the building entrance is included in the price of every chair.** This means we hand over the chair at the unloading point at the building entrance or on the driveway that the delivery van can safely reach, no more than 20 m from the entrance. Carrying the chair into the flat or up stairs is not part of delivery; it is part of the carry-in and assembly service (clause 6).

5.3 **Delivery time:** usually within 2 weeks, at the latest within 30 days of the conclusion of the contract. We agree the exact day and time window with you by phone.

5.4 **Delay and extraordinary obstacles:** if we are late, you may set us a reasonable additional period and withdraw if it expires without delivery. No additional period is needed if we refuse delivery, if the agreed date is essential in view of the circumstances at the conclusion of the contract, or if you told us before the conclusion of the contract that it is essential. If you withdraw, we refund all payments without delay. We inform you immediately of any extraordinary obstacles and propose a new date; such obstacles do not limit your statutory rights. Any liability of ours for damages is assessed under the law.

5.5 **Taking receipt and inspection on unpacking:** you, or an adult you designate, take receipt of the chair. Please inspect the packaging and the chair immediately on receipt, before signing the delivery note and before assembling the chair, if possible together with the driver or fitter. If you notice damage, note it on the delivery note, photograph it (the damage, the whole packaging and the label with the consignment number) and inform us at info@heko.si on the same day. If the packaging is visibly damaged, accept the chair with a reservation or refuse it; refusing because of damage costs you nothing. Keep the packaging until the matter is resolved. We also photograph the packaging and the chair on handover; with carrying in and assembly, our fitter unpacks the chair, we photograph the unpacking together with you and send you the photos. This lets us resolve damage quickly and claim it from the carrier. It does not limit your rights: signing the delivery note is not a waiver, you may report a lack of conformity within two months of discovering it (clause 11), and whether there is a lack of conformity is assessed on the photos and an inspection.

5.6 **If nobody is there at the agreed time:** we do not leave the chair unattended. A second delivery attempt costs €90. If delivery cannot be made within 30 days of the first agreed date because you do not take receipt, we give you a final written deadline of 8 days; after it expires we may withdraw from the contract. We refund your payment less the actual, documented costs of the failed deliveries and of returning the chair to the supplier. If you withdraw under clause 8, clause 8 applies (we then deduct only a second delivery attempt you ordered).

5.7 When we deliver a new chair, we take back your old electrical appliance of the same type free of charge (one for one) if you tell us at least one day before delivery.

## 6. Carry-in and assembly

6.1 Delivery to the building entrance anywhere in Slovenia is included in the price. For models with a regular price of at least €3,470, except R-Pass T103, carry-in and assembly are also included; for addresses with a postcode starting with 2, 5, 6 or 9 the surcharge is €50 incl. VAT. For other models we arrange carry-in and assembly on request and confirm them in writing before the contract is concluded. The regular price is the price before any promotional reduction; the surcharge is shown as a separate line before you place the order.

6.2 **Other models:** we bring the chair to the building entrance and you assemble it yourself using the Slovenian instructions. You can choose carry-in and assembly by HEKO in the order; the option is not pre-selected. If the carry-in price for your area is already shown in the order, the price shown applies.

6.3 **Conditions for carry-in:** a clear path from the entrance to the place of installation at least 80 cm wide (doors, corridors, stairs, lift); load-bearing floor; free space for the chair and its recline. You enter the access details in the order and are responsible for them. A floor surcharge applies where there is no lift, if shown before you place the order.

6.4 If on delivery carry-in proves unsafe because the actual situation differs from the details you entered, we hand over the chair at the building entrance and delivery is complete. A return visit for carry-in is charged at the carry-in price for your area. If the cause is on our side, the return visit is free. We refund a paid carry-in service that we did not perform, except the call-out cost of €90.

6.5 We remedy free of charge any fault caused by our assembly.

6.6 **Assembly during the withdrawal period:** for chairs with carry-in and assembly included (6.1) we always carry the chair into the room on delivery and assemble it on delivery if you expressly request this in the order; without such a request we come to assemble the chair after the 14 days at no extra charge. Assembly is included in the total price. Its value is shown in the order summary. If you expressly request it within the withdrawal period and then withdraw, you pay only a proportionate part of the assembly actually performed, up to the amount shown. If no amount is shown or you did not expressly request it, we do not charge for assembly on withdrawal. For other models (6.2), carry-in and assembly is a separately ordered service: we perform it within the withdrawal period only at your express request, and if you withdraw you pay its price from the order or from the written price confirmation.

## 7. Gifts and promotions

7.1 A gift with purchase is part of the same contract. You pay nothing for it; the invoice shows it as a €0.00 line. We send it with the chair or separately by post.

7.2 If you withdraw from the contract, you also return the gift, together with the chair. If you do not return it, we charge its stated value (e.g. €79 or €84). If the gift has lost value through handling beyond what was necessary to establish its nature, characteristics and functioning, we charge that loss. We may set the amount off against the refund.

7.3 Promotion details are in the Promotion and Gift Terms (part E).

## 8. Right of withdrawal (14 days)

8.1 You may withdraw from the contract within 14 days without giving a reason. The period starts on the day after you, or a person you designate (other than the carrier), take physical possession of the chair. If the gift is delivered separately, it runs from receipt of the last item.

8.2 Tell us with a clear statement: by email to info@heko.si or by post to our address. From 12 December 2026 you can also withdraw online at heko.si/en/withdrawal (button "Click here to withdraw from the contract", clause 10); we then send you, without undue delay, an email acknowledging receipt with its content and the date and time of submission. You may use the form (part D), but it is not obligatory. The deadline is met if you send your statement before it expires.

8.3 **Returning the chair:** return the chair to LANBOR d.o.o., Ulica Franca Rozmana-Staneta 4, 4000 Kranj, Slovenia, or to the address we give you when you withdraw, no later than 14 days after telling us of your withdrawal. The deadline is met if you send the chair within that period. You arrange the return yourself with a carrier of your choice; on request we send you contacts of carriers who do such transport. The chair cannot be returned by post because of its weight. **You bear the direct cost of returning the chair. The cost depends on the chair and the carrier and is not expected to exceed €400.**

8.4 You must return the chair safely packed, preferably in the original packaging, so please keep it for at least 14 days. If the chair arrives damaged because of inadequate packaging or handling beyond trying it, we reduce the refund by the actual loss in value. The original packaging is not a condition for withdrawal; you may use other suitable protective packaging.

8.5 **Refund:** we refund all payments received, including the cost of delivery, no later than 14 days after receiving your withdrawal, using the same means of payment you used (for UPN, to the account you paid from). We may withhold the refund until we have received the chair back or you have supplied evidence of having sent it back, whichever is earlier.

8.6 **Trying the chair and diminished value:** you may try the chair as you would in a shop: switch it on and test the programmes and settings. You are liable for any diminished value resulting from handling beyond what is necessary to establish its nature, characteristics and functioning (e.g. regular use over several days, stains, odour, damage, missing parts). We deduct the amount from the refund; photos taken on delivery and on return serve as evidence.

8.7 If you also bought an inspection or other service from us, withdrawal from the chair purchase also covers it.

### 9. When there is no right of withdrawal

9.1 There is no right of withdrawal for goods made to your precise specifications and clearly personalised. If we ever offer such a version, we will tell you before ordering, next to the product and in the confirmation.

### 10. Online withdrawal (from 12 December 2026)

10.1 Throughout the withdrawal period a button "Click here to withdraw from the contract" is available in a prominent place (footer of every page and the order confirmation). Enter your name, order number and the email address for the acknowledgement, and confirm with the button "Confirm withdrawal". You receive without undue delay an email acknowledgement with the content and the date and time of submission. The withdrawal is in time if you confirm it before the withdrawal period expires.

### 11. Legal guarantee of conformity (2 years)

11.1 As the seller we are liable for any lack of conformity of the chair that exists at delivery and becomes apparent within two years of delivery. This liability cannot be limited or excluded.

11.2 If the lack of conformity becomes apparent within one year of delivery, it is presumed to have existed at delivery unless we prove otherwise.

11.3 Notify us within two months of the day you noticed it. Describe it as precisely as you can (a photo or video helps) and allow us to inspect the chair.

11.4 You may first choose free repair or replacement. We may refuse your choice only if it is impossible or disproportionately costly compared with the other. We restore conformity within a reasonable time and no later than 30 days after notification (if necessary, extended once by at most 15 days, with written reasons). We pay for transport, labour and parts.

11.5 You may ask for a proportionate price reduction or withdraw from the contract if we do not repair or replace within the period, if the lack of conformity persists or is serious, or if it is clear that we will not remedy it. If it appears within 30 days of delivery, you may withdraw immediately. Withdrawal is not possible for a minor lack of conformity. If you withdraw because of a lack of conformity, we bear the cost of returning the chair. We refund the amount paid without delay and no later than eight days after receiving the chair or evidence that you have sent it back, whichever is earlier. In the case of a proportionate price reduction, we refund the difference within eight days of receiving your claim.

11.6 If we consider there is no lack of conformity, we tell you in writing within 8 days of your notification.

11.7 Your rights expire two years after the day you notified us.

11.8 For contracts concluded from 12 December 2026: if we repair the chair free of charge under the legal guarantee, the two-year period is extended once by one year. We inform you of this when you make a claim.

11.9 You may exercise the legal guarantee independently of the warranty (clause 12).

### 12. Warranty and extension of the warranty on mechanical parts

12.1 All iRest chairs carry a 24-month warranty of faultless operation from delivery. The guarantor is LANBOR d.o.o. You receive the warranty card in Slovenian on delivery (printed and as a PDF).

12.2 **Extension to 4 years:** To extend the warranty on mechanical parts to four years in total, you must order a paid inspection between month 11 and month 14 after delivery and make it possible to carry it out on the agreed date. The inspection costs €109–€169 incl. VAT, depending on the chair and the distance; we confirm the exact price before you order. The extension covers the load-bearing frame, guides, gears, bearings and mechanical transmissions; it does not include electric motors, electronics, upholstery or normal wear. Remedying covered faults includes the necessary parts and labour; in years 3 and 4 you pay for the technician's call-out at the inspection rates. It applies only to private use and does not affect your statutory rights.

12.3 The warranty does not limit your rights under the legal guarantee.

### 13. Claims and service

13.1 Report a claim or service request to info@heko.si, +386 41 830 401 with the order number, model, serial number (label under the seat), a description and a photo or video. We confirm receipt within one working day and arrange a remote check, a visit or transport to our workshop.

13.2 During the legal guarantee and the warranty (24 months), we pay for transport and the technician's visit. Under the extended warranty in years 3 and 4, you pay for the technician's call-out at the inspection rates (12.2).

13.3 **Inspection of a claim:** we do not charge for an inspection needed to handle a claim under the legal guarantee or the warranty merely because no fault is found during the inspection. Paid diagnostics or service outside these rights are carried out only on your prior express order and after you confirm the price. We give written reasons for rejecting a claim and for any causal link with improper use.

13.4 After the warranty ends, we provide paid service, maintenance and genuine iRest parts for at least 3 more years.

13.5 We give you our decision on a claim in writing.

13.6 If at your request we keep the chair at our premises after service or inspection, collect it within 30 days of our notice that it is ready. After that we charge storage of €5 per day; we tell you this in the notice.

### 14. Personal data

14.1 We process personal data under the Privacy Policy at heko.si/en/legal. The controller is LANBOR d.o.o.

### 15. Disputes

15.1 We handle complaints at info@heko.si and reply within 8 days.

15.2 LANBOR d.o.o. does not recognise any out-of-court consumer dispute resolution provider as competent for disputes under these terms.

15.3 The supervisory authority is the Market Inspectorate of the Republic of Slovenia. Disputes are decided by the court with jurisdiction under the law.

15.4 We have not signed up to any code of conduct.

### 16. Final provisions

16.1 Your order is governed by the version of these terms you accepted when placing it; you receive it by email. Earlier versions are published at heko.si/pogoji.

16.2 This English translation is for information; in case of discrepancy the Slovenian text prevails.

16.3 If any provision is invalid, the others remain in force.

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## B Terms of Sale for Businesses

B1 **Scope.** Part B applies to legal persons and to natural persons who buy the chair for the purposes of their trade, business or profession. A delivery address or placing the chair in business premises does not by itself exclude consumer status. When ordering, the buyer states the purpose of the purchase. The Consumer Protection Act does not apply. Anything not covered here is governed by the General Terms of Sale (A) by analogy, but without the consumer rights in clauses 8–11 and 12.2.

B2 **Conclusion.** Your order is an offer. The contract is concluded with our written confirmation or the issue of a pro forma invoice.

B3 **Prices.** Prices are shown with and without VAT. If delivery takes longer than 60 days from confirmation and the supplier raises its price in the meantime, we may adjust the price accordingly; you may then withdraw at no cost within 8 days of our notice.

B4 **Payment.** 100% by pro forma invoice before we order from the supplier. Late payment bears statutory default interest and the statutory recovery compensation.

B5 **Retention of title.** The chair remains our property until the full price is paid.

B6 **Delivery.** Dates are indicative, usually 2 weeks from the conclusion of the contract. Delay does not entitle you to damages unless caused intentionally or by gross negligence; after an additional period of 15 days you may withdraw and receive a refund. Delivery to the building entrance anywhere in Slovenia is included in the price. For models with a regular price of at least €3,470, except R-Pass T103, carry-in and assembly are also included; for addresses with a postcode starting with 2, 5, 6 or 9 the surcharge is €50 incl. VAT. For other models we arrange carry-in and assembly on request and confirm them in writing before the contract is concluded. Chairs in public premises are always installed by us with a handover report.

B7 **Inspection and defects.** The buyer inspects the packaging and the chair on receipt, before signing the delivery note and before assembling the chair, notes visible defects and damage on the delivery note and informs us without delay, at the latest within 2 working days, with photos of the damage, the packaging and the consignment label. With carrying in and assembly, the buyer confirms the condition on unpacking together with the fitter on the handover record and makes any remarks immediately. We do not accept visible defects that the buyer did not note on the delivery note or record or report within this period, unless we knew of the defect or could not have been unaware of it. Hidden defects must be reported in writing without delay after discovery, at the latest within 8 days, with photos, and no later than 6 months after handover; otherwise rights for material defects are lost. The buyer keeps the packaging until the matter is resolved and allows us to inspect the chair.

B8 **12-month warranty.** We warrant faultless operation for 12 months from delivery for use of up to 3 hours a day. For public or coin-operated use (R-Pass T103, salons, hotels, gyms, offices with several users) the warranty applies only with a service contract (B11). It covers parts and labour; the technician's call-out is paid on the basis of a quotation confirmed in advance. No HEKO extended warranty for businesses. The warranty does not cover wear from normal use (covers, synthetic leather, cushions, remote-control batteries), damage from liquids, falls, impacts, pets, fire, lightning or power surges, use contrary to the instructions, interventions by persons not authorised by us, or damage during a move not carried out by us.

B9 **No withdrawal.** There is no right of withdrawal without reason. An undamaged, unused chair may be returned only by written agreement, less 20% of the price and the actual transport costs.

B10 **Limitation of liability.** Our total liability under the contract is limited to the price paid. We are not liable for lost profit, loss of income or indirect damage. This does not apply to damage caused intentionally or by gross negligence, or to personal injury.

B11 **Service contract for public premises.** Annual inspection, cleaning, adjustment, response within 3 working days, parts at list price, price on quotation. You receive the price and terms of the service contract before the purchase is confirmed. For the coin-operated R-Pass the buyer is responsible for fiscal cash-register obligations and obligations to users.

B12 **Law and jurisdiction.** Slovenian law applies. The court with subject-matter jurisdiction in Kranj has jurisdiction.

## E Promotion and Gift Terms

E1 **Duration.** A promotion applies to orders placed within the period stated with it (start and end date and time, Slovenian time). Promotions are not extended.

E2 **Promotional price.** The promotional price applies to an order placed during the promotion for as long as the contract is in force (payment within 7 days plus 3 working days after a reminder, clause 4). If the contract ends because of non-payment, the promotional price ends too.

E3 **Prior price.** The prior price shown with a reduction is the lowest price of the chair in the 30 days before the promotion began.

E4 **Gift with purchase.** A gift with purchase goes to every buyer who, during the promotion, orders and pays for a chair for which the gift is stated. Where there is a choice, you choose one gift in the order. The chair price is the same with or without the gift. The gift cannot be exchanged for cash, a discount or another product. The stated value of the gift is our regular selling price for that product.

E5 **Gift delivery.** We deliver the gift with the chair or separately by post. The legal guarantee and the manufacturer's warranty apply to it as to other products.

E6 **Withdrawal.** If you withdraw from the contract, you return the gift as well (clause 7.2 of the General Terms).

E7 **Stock.** The number of gifts is limited to the stock stated with the promotion. If stock runs out, we announce it on the page immediately; for orders already confirmed we provide the gift or offer another gift of equal or higher value.

E8 **Combining.** Promotions and discounts cannot be combined unless stated otherwise.

E9 **Eligibility.** Promotions apply to consumers and businesses; the gift does not apply to purchases for resale.

## D Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To: Lanbor, trgovina in storitve d.o.o. (HEKO), Ulica Franca Rozmana-Staneta 4, 4000 Kranj, Slovenia, email: info@heko.si

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*):

Ordered on (*)/received on (*):

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

(*) Delete as appropriate.

Optional, for a faster refund: order number HK-.....; IBAN for the refund if different from the paying account: .....

From 12 December 2026 you can also withdraw online at heko.si/en/withdrawal: the link "Click here to withdraw from the contract" is in the footer of every page and in the order confirmation. Enter your name, the order number (or model and order date) and the email address for the acknowledgement, and confirm with the button "Confirm withdrawal". You immediately receive an email acknowledgement with the content and the date and time of submission.