Terms and Conditions

Version 3.2 · Last updated: 27 July 2026 · RattaRull OÜ, registry code 17321010

> **In brief:** These terms apply when you book a RehviRull service on our website. You pay for the booking before or after the service. You may reschedule or cancel your booking free of charge up to 30 minutes before the service starts — on cancellation we refund the amount paid. Before starting work, we photograph the vehicle's condition to protect both you and us against later disputes. If the service requires more work than booked, we always ask for your consent first. We resolve any unexpected issues reasonably and in accordance with the law.

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1. General provisions

1.1. These standard terms (Law of Obligations Act (VÕS) § 35(1); hereinafter the „Terms") govern the legal relationship between RattaRull OÜ (registry code 17321010; registered address Kalevi 22, Põhja-Tallinn district, Tallinn, Harju County; e-mail rattarull@gmail.com, phone +372 58649143; hereinafter „RattaRull" or „we") and the person (hereinafter the „Client" or „you") who books or uses the services provided by RattaRull under the brand RehviRull (rehvirull.ee).

1.2. RattaRull is an undertaking within the meaning of VÕS § 1(6). A Client who is a natural person and enters into the contract for a purpose unrelated to their independent economic or professional activity is a consumer (VÕS § 1(5)).

1.3. By using the website rehvirull.ee and booking a service, you confirm that you have read, understood and fully agree to these Terms. The contract (VÕS § 8(1)) is deemed concluded at the moment the booking is confirmed (VÕS § 9(1)).

1.4. If the Client is a legal person, the Terms apply insofar as they do not conflict with the provisions governing a legal relationship between two undertakings. Consumer-protection points (right of withdrawal, Consumer Disputes Committee, etc.) do not apply to legal persons. The parties may derogate from what is provided by law by agreement, to the extent permitted by law (VÕS § 5).

1.5. Some services may be provided by RattaRull's contractual partners, contractors and subcontractors. Regardless of this, RattaRull remains the Client's contractual partner and responsible for the proper provision of the service (see section 12).

2. Definitions

Service — tyre change and tyre maintenance, tyre storage, vehicle cleaning and detailing, and other car services provided by RattaRull (including battery replacement, jump-start assistance, quick repairs) shown on the rehvirull.ee website.

Mobile service — a service that our team provides at a location agreed in advance with the Client (home, workplace, car park).

Workshop service — a service the Client receives by bringing the vehicle to the workshop of our cooperation partner Fikston OÜ at Üksnurme tee 8, Saku tehnopark. The workshop service is provided by the cooperation partner, but RattaRull remains the Client's contractual partner and responsible for the proper provision of the service (see sections 1.5 and 12).

Transport service (pickup) — an additional service whereby we bring the Client's vehicle or tyres from an agreed location to the workshop and/or back.

Tyre storage — a service whereby we store the Client's tyres or set of tyres for an agreed period (storage contract, VÕS § 883 et seq.).

Condition photos — photos or video taken of the vehicle before the service (and, if necessary, after it) that record the vehicle's condition.

Booking — an agreement on a specific service, date and time confirmed by the Client via the Booknetic system on the rehvirull.ee website.

Booknetic — a third-party booking system we use on our website to book services.

Maksekeskus — Maksekeskus AS, our authorised payment intermediary.

Subcontractor — a third party (e.g. a company or an independent contractor) engaged by RattaRull to provide the service.

3. Booking services

3.1. Services are booked via the Booknetic booking system on the website rehvirull.ee. The Client selects the desired service, date and time, enters their contact details and vehicle details, chooses a payment method and confirms the booking.

3.2. Before finally confirming the booking, the Client can review and correct the entered data (VÕS § 62^1(1)). The Client is obliged to provide true and accurate data, including:

- contact details (name, phone, e-mail);
- vehicle details (registration number, make, model, tyre size);
- the service location (for a mobile service).

3.3. A booking is deemed confirmed once the Client has:

- clicked the confirmation button of the booking system marked with the words „order with an obligation to pay" or other equivalent wording (VÕS § 62^2(3)); and
- received a booking confirmation with all essential details at their e-mail address.

3.4. If the Client does not receive a confirmation within 30 minutes, please contact us, as the confirmation may have gone to the spam folder or the booking did not go through.

3.5. If fulfilling the booked time proves impossible for us due to a valid reason (for example, an employee falling ill, or weather conditions for a mobile service), we will notify the Client as soon as possible and offer a new suitable time or cancellation of the booking with a full refund.

4. Prices and payment

4.1. All prices are shown in euros (€). The applicability of VAT is indicated next to the displayed price. Where VAT applies, it is included in the displayed price.

4.2. For a mobile service, a travel fee may apply depending on the location. The travel fee is shown to the Client when placing the booking, before the final payment is confirmed.

4.3. We accept the following payment methods:

- **Bank link** — bank links of Estonian banks via Maksekeskus AS;
- **Card payment** — Visa / Mastercard in the secure environment of Maksekeskus AS;
- **Bank transfer** — to the account number indicated on the issued invoice (IBAN EE287700771012116318);
- **On site** — cash or card payment at the place of service (by prior agreement).

4.4. When paying by bank link or card, payment takes place outside our website in the secure environment of Maksekeskus AS; we have no access to the Client's bank or card details. To complete the payment, after making the payment you must click the „Back to merchant" button so that the booking is registered correctly.

4.5. In the case of a bank transfer, we confirm the booking after the payment has been received in our account. The Client must pay within 3 working days of the booking confirmation, otherwise the booking is automatically cancelled.

4.6. For the purpose of processing payments, we transfer the personal data required to Maksekeskus AS as an authorised processor. The details of the data processing are described in the privacy policy (see section 13).

4.7. If, during the service, a need for additional chargeable work arises, section 6 applies.

4.8. In the case of a legal-person Client, and where the service is provided against an invoice with deferred payment, we have the right, in the event of late payment of the

invoice, to demand statutory default interest (VÕS § 113) at the interest rate provided in VÕS § 94 plus 8% per year, as well as reasonable debt-collection costs.

5. Provision of the service

5.1. The service is provided on the date and at the time agreed in the booking. The parties act in good faith when providing the service (VÕS § 6(1)). If our employee arrives at the appointed time, our obligation regarding the commencement of the service is deemed fulfilled.

5.2. **For a mobile service:**

- the Client must ensure our team has safe and lawful access to the vehicle;
- the work area must be sufficiently large and level so that the work can be carried out safely;
- in bad weather (heavy rain, snowstorm, ice, below −10 °C) we reserve the right to reschedule — the Client will be notified as soon as possible.

5.3. **For a workshop service:**

- the Client brings the vehicle to the workshop of our cooperation partner Fikston OÜ by the start of the booked time;
- if the Client is more than 15 minutes late, we may give the slot to the next Client and the Client must book a new time.

5.4. **For a transport service (pickup):**

- the Client provides the exact address for collecting and delivering the vehicle or tyres and hands over the necessary keys;
- RattaRull sets the exact transport time according to logistical feasibility, notifying the Client at least during the preceding day;
- with the pickup service we take the vehicle into our possession. When the vehicle is handed over to us and returned to the Client, we record its condition (condition photos, see section 11) so that it is unambiguously clear which damage existed before the vehicle was handed over to us and which may have arisen while the vehicle was in our possession.

5.5. Before starting the service, we take condition photos of the vehicle (see sections 11 and 13).

5.6. After the service, the Client receives an invoice by e-mail. If the booking was prepaid, the invoice is marked „Paid". If the booking was not prepaid, the invoice contains a payment deadline and payment methods.

6. Additional work and extra charges

6.1. The price shown at booking covers the booked service.

6.2. If, during the service, a need arises for larger or additional chargeable work (for example, a particularly dirty vehicle, seized bolts, a hidden defect, or an additional service requested by the Client), we notify the Client before carrying out the work. We carry out such work only with the Client's prior consent, which we request by phone or SMS. If the amount of the fee has not been agreed, the usual fee is payable or, in the absence thereof,

a reasonable fee (VÕS § 637(1)). If the Client does not give consent, we provide the service to the extent booked or agree on a new time.

6.3. If we have given a non-binding estimated budget and it becomes apparent that it will be significantly exceeded, we notify the Client immediately (VÕS § 639(2)). The Client may then agree to continue the work or cancel the contract; upon cancellation, the Client need not pay the portion exceeding the budget (VÕS § 639(3)).

6.4. We may perform minor additional work (for example, removing individual tar or asphalt spots) free of charge for a good customer experience, without this entailing any additional obligations for the Client.

7. Tyre storage

7.1. Under the tyre storage service, we store the Client's tyres or set of tyres for an agreed period (usually a season) (storage contract, VÕS § 883 et seq.). Upon receiving the tyres, we record their number and condition.

7.2. The storage fee and period are agreed when placing the booking (VÕS § 884). Until the storage fee is fully paid, we have the right to refuse to release the tyres (VÕS § 110).

7.3. We are liable for the stored tyres to the extent of direct damage foreseeable at the conclusion of the contract (VÕS § 127(3)). We are not liable for natural ageing of the tyres, cracking of the rubber, or existing wear of the tyres. In the case of a legal-person Client, our liability is limited to the actual value of the tyres.

7.4. If the Client does not collect the tyres at the end of the agreed period, we have the right to demand that the tyres be taken back (VÕS § 890) and we will contact the Client. If the Client does not respond and does not collect the tyres **within 3 months** of our written notice, we have the right to dispose of or otherwise deal with the tyres (VÕS § 124–125), without the Client acquiring any right to compensation. From the amount obtained from the sale of the tyres, we retain the storage fee and costs owed to us and return any surplus to the Client.

7.5. When releasing the tyres, we verify the recipient's right to receive them and record the handover.

8. Cancelling and changing a booking

8.1. Rescheduling a booking is **free of charge**. If you wish to change the time, we offer a suitable new time subject to availability.

8.2. Cancelling a booking is **free of charge if the Client notifies us at least 30 minutes before the service starts**. In that case we refund the prepaid amount: to a consumer, the entire amount paid (see section 9); in the case of a legal-person Client, we may deduct the payment service provider's actual transaction fees. For a later cancellation or a no-show, section 8.3 applies.

8.3. If the Client does not cancel the booking at least 30 minutes before the service starts, or does not enable the service to be provided at the agreed time and place (a no-show), we have the right to demand, or to withhold from the prepaid amount, **the actual costs incurred in travelling to the place of service plus €10 in compensation** (VÕS §

115(1)). This is not a contractual penalty but the covering of actual costs and reasonable compensation.

8.4. To send a cancellation or change notice, contact us by e-mail at rattarull@gmail.com or by phone at +372 58649143. A cancellation button may also be available in the Booknetic booking system — the same rules apply when using it.

8.5. If RattaRull cancels a booking (other than force majeure), we refund the Client the entire amount paid within 14 days and, if necessary, offer a suitable replacement time.

9. Right of withdrawal

9.1. A consumer Client has the right to withdraw from the contract within 14 days of confirming the booking without giving a reason (VÕS § 56(1)). The right of withdrawal applies because the contract was concluded by means of distance communication (the internet).

9.2. **Important exception:** if the Client has given express prior consent to begin providing the service within the 14-day withdrawal period and has confirmed awareness of losing the right of withdrawal once the service is fully provided, the Client loses the right of withdrawal from the moment the service is fully provided (VÕS § 53(4)(1)). In practice, this means that if the Client books a service, for example, for the next day and the service is duly provided, the Client can no longer withdraw retroactively.

9.3. If the Client wishes to withdraw before the service is provided:

- send a withdrawal notice to the e-mail address rattarull@gmail.com;
- the notice may be in free form or use the standard form of the Tax and Customs Board (MTA);
- we refund the entire amount paid within 14 days of receiving the withdrawal notice (VÕS § 56^1(1)), using the same payment method the Client used, unless otherwise agreed (VÕS § 56^1(4)).

9.4. If the Client has requested the provision of the service within the 14-day period and withdraws before the service is fully provided, the Client compensates us proportionally for the part of the service provided (VÕS § 56^2(5)).

9.5. The right of withdrawal does not apply if the Client is a legal person.

10. Client's obligations

10.1. To ensure safe and effective servicing of the vehicle, before the service starts the Client must:

- apply the handbrake;
- set an automatic transmission to „Park" (P) or a manual transmission to first gear;
- deactivate the vehicle's security system in a way that allows the work to be carried out (alarm off, key handed over);
- remove personal valuables from the vehicle.

10.2. Before the service starts, the Client informs us of any known peculiarities and prior damage of the vehicle (for example, damaged or corroded rims, seized or worn-thread bolts, aftermarket parts, loose interior trim) that may affect the service or its result.

10.3. The Client is responsible for ensuring that the tyres, rims and other parts submitted for the service are in a safe and usable condition. If damage arises from, or is contributed to by, the use of faulty or damaged tyres or rims provided by the Client, our liability is reduced or eliminated to the extent that the damage arose from circumstances attributable to the Client (VÕS § 139(1)). This does not limit our liability where the damage is caused by our intent or gross negligence (VÕS § 106(2), § 42(3)(1)).

10.4. The Client confirms that:

- they have the right to make decisions regarding the vehicle (the owner of the vehicle or its authorised user);
- the work carried out on the vehicle does not breach any valid contract, mortgage or lease agreement requiring prior authorisation.

11. Vehicle condition and liability for possible damage

11.1. **Recording the condition.** Before starting the service, we take condition photos or video of the vehicle. These protect both parties by evidencing the vehicle's condition before our work. For a pickup service, we also record the condition when the vehicle is returned.

11.2. **Existing damage.** We are not liable for damage that already existed on the vehicle before the service began (for example, scratches, dents, kerb damage, already damaged or corroded rims).

11.3. **Known risks inherent in the service.** The Client is aware of and agrees that certain work carries an inevitable risk arising from the condition of the Client's vehicle or equipment, upon the realisation of which RattaRull is not liable if we have acted diligently (VÕS § 139(1)). In particular:

- breaking of seized, rusty or worn-thread bolts and nuts when removing them;
- marking of already damaged or aftermarket rims during mounting;
- breakage of tyre-pressure sensors (TPMS) due to their age or condition;
- damage to low-profile or aged and cracked tyres during mounting;
- appearance of defects in already unmaintained, oxidised or scratched paint after washing or polishing;
- breakage of loose or aftermarket interior trim and fastening clips during cleaning.

11.4. **Intent and gross negligence.** The limitations referred to in sections 11.2 and 11.3 do not exclude or limit our liability where the damage is caused by our intent or gross negligence (VÕS § 106(2), § 42(3)(1)).

11.5. **Noting visible damage.** We ask the Client to inspect the vehicle upon acceptance of the service and to notify us immediately of any visible damage. This does not limit the consumer's statutory rights (see section 14) but helps to record the damage quickly and fairly.

11.6. **Subsequent damage.** We are not liable for damage arising after the service is provided as a result of the Client's own actions or those of third parties (for example, incorrect tyre pressure, subsequent accidents, or other work done on the vehicle).

12. Our liability and force majeure

12.1. RattaRull is liable for damage caused to the Client's vehicle as a result of our act or omission in accordance with the law (VÕS § 115).

12.2. Our team includes both contractual employees and independent contractors and subcontractors. RattaRull is fully liable to the Client for the proper provision of the service, including for damage caused by the act or omission of persons engaged by it to provide the service, as for damage caused by itself (VÕS § 1054(2)). A breach of contract is not excused by the fact that it was caused by a person engaged by RattaRull (VÕS § 103).

12.3. Our liability is limited to direct pecuniary damage that we foresaw or should have foreseen as a possible consequence of the breach at the time the contract was concluded. Loss of profit, indirect damage and non-pecuniary damage are not compensated, except where the damage is caused by intent or gross negligence (VÕS § 127(3)).

12.4. These Terms do not exclude or limit our liability:

- for damage caused by an intentional breach of an obligation (VÕS § 106(2));
- in the event of the death or health damage of a consumer Client, as well as for damage caused intentionally or through gross negligence (VÕS § 42(3)(1));
- as regards the statutory rights of the consumer that cannot be derogated from to the consumer's detriment (VÕS § 35(5), § 62³).

12.5. **Force majeure.** We are not liable for a breach of an obligation if it was caused by force majeure — a circumstance beyond our control which we could not reasonably have been expected to take into account or avoid (VÕS § 103(2)). For example, extreme weather conditions, a natural disaster, or an extensive network or power outage. In such a case, we agree a new time with the Client or cancel the booking free of charge.

12.6. The Client confirms awareness of the general risks associated with vehicle servicing. We apply reasonable precautions to avoid damage and compensate any damage caused in accordance with the law.

13. Photos, video and data protection

13.1. **Documenting the condition.** We take photos or videos of the vehicle before the service and, if necessary, after it, to record its condition and to protect both parties in the event of possible damage disputes. We process this data on the basis of our and the Client's legitimate interest (General Data Protection Regulation (EU) 2016/679, Article 6(1)(f); Personal Data Protection Act). We retain it for a reasonable period necessary to resolve possible claims.

13.2. **Marketing.** To publish photos or videos taken of the vehicle for marketing purposes (for example, on social media), we ask for the Client's consent (GDPR Article 6(1)(a)) on site or after the work is completed. When publishing, we obscure the registration number and other identifiable data to a reasonable extent. Consent can be withdrawn at any time (GDPR Article 7(3)).

13.3. The detailed principles of data processing, including the Client's rights, are described in a separate privacy policy, which is an inseparable part of these Terms.

14. Complaints and claims

14.1. In the case of consumer service contracts, RattaRull is liable for the non-conformity of the service (work) with the contract terms that becomes apparent within 2 years of the provision of the service (VÕS § 641, § 642(2)).

14.2. A consumer Client must notify us of the non-conformity of the service with the contract terms within 2 months of discovering the non-conformity (VÕS § 644(1)), by sending a notice:

- by e-mail: rattarull@gmail.com;
- by phone: +372 58649143.

14.3. When submitting a complaint, we ask the Client to describe:

- when the service was provided and under which booking (booking number / invoice number);
- what the defect was;
- how you would like the problem resolved (repair, price reduction, refund).

14.4. We respond to a consumer Client's complaint submitted in writing, or in a format that can be reproduced in writing, within 15 days (Consumer Protection Act § 24(5)).

14.5. If the service is defective, the Client has the right to demand, first and foremost, that the defect be remedied (a repeat service free of charge), the costs of which are borne by RattaRull (VÕS § 646). If remedying the defect is not possible or fails, the Client may demand a reduction of the service price (VÕS § 112, taking into account the restrictions of § 648) or, in the case of a material breach of contract, withdraw from the contract (VÕS § 647).

14.6. We are not liable for defects that have arisen after the provision of the service as a result of the Client's own actions or those of third parties (VÕS § 139(1)) — for example, incorrect tyre pressure, subsequent accidents, or other work done on the vehicle.

15. Dispute resolution

15.1. We seek to resolve disputes arising from these Terms or the services provided first of all through negotiation.

15.2. If no agreement is reached, a consumer Client has the right to turn to the Consumer Disputes Committee operating at the Consumer Protection and Technical Regulatory Authority (Consumer Protection Act § 40). The Committee has competence to resolve disputes arising from the contract concluded between the Client and us. The examination of a complaint by the Committee is free of charge for the Client.

> Consumer Protection and Technical Regulatory Authority (Tarbijakaitse ja Tehnilise Järelevalve Amet)
> Endla 10a, 10142 Tallinn
> E-mail: info@ttja.ee
> Website: ttja.ee

15.3. The Client may also turn to the European Union's online dispute resolution platform at ec.europa.eu/odr.

15.4. If the dispute is not resolved out of court, it shall be resolved by Harju County Court in Tallinn under the laws of the Republic of Estonia. This jurisdiction does not restrict the consumer's right to choose the court of their place of residence under consumer law, where such a right arises from law.

16. Final provisions

16.1. If any provision of the Terms proves invalid or void, this does not affect the validity of the remaining provisions. A void provision is replaced by a valid provision that corresponds as closely as possible to a similar content and purpose.

16.2. An agreement derogating, to the detriment of a consumer Client, from the standard terms used in respect of them is void (VÕS § 35(5), § 42). In the case of a contract concluded by means of distance communication, an agreement to the detriment of the consumer is likewise void (VÕS § 62³). In such a case, the corresponding provision of the law applies.

16.3. RattaRull has the right to amend these Terms by publishing a new version on the website rehvirull.ee. We notify the Client of material changes at least 30 days in advance by e-mail or via the website. For bookings already confirmed, the Terms in force at the time of booking apply, unless the changes are more favourable to the Client.

16.4. The principles of data processing are described in a separate privacy policy, which is an inseparable part of these Terms.

16.5. The Terms are valid in the Estonian-language version. The English translation is provided for the Client's convenience and, in the event of any discrepancy, the Estonian-language version prevails.

Legal note: this version refers to provisions of the Law of Obligations Act (VÕS), the Consumer Protection Act (TKS), the Personal Data Protection Act (IKS) and the General Data Protection Regulation (EU) 2016/679. The references were verified against the consolidated texts of the Riigi Teataja as of June 2026. Before publication, it is recommended that the text be reviewed by an Estonian lawyer. This English text is a convenience translation; the authoritative version is the Estonian original.