

TRADEHOUSE OÜ BUSINESS CUSTOMER TERMS AND CONDITIONS 2026

Tradehouse OÜ (hereinafter Tradehouse) offers professional beauty service providers, beauty service companies and other businesses operating in the sector the opportunity to purchase products on business customer terms.

These Terms and Conditions govern the cooperation between Tradehouse and its business customers and set out the conditions for obtaining and using business customer status and for purchasing products.

Tradehouse cooperates with authorised importers and manufacturers and conducts its business in accordance with good commercial practice and with a focus on long-term cooperation. The purpose of these Terms and Conditions is to ensure fair and reliable cooperation and to protect the interests of Tradehouse, its cooperation partners and business customers.

1. Scope and validity of the Business Customer Terms and Conditions

- 1.1. These Business Customer Terms and Conditions (hereinafter the Terms and Conditions) govern the rights and obligations between Tradehouse and business customers, and, where applicable, students of beauty-related professions, in connection with the purchase of Tradehouse products and the use of business customer status.
- 1.2. The Terms and Conditions apply to all registered Tradehouse business customers and, in the cases specified herein, also to students of beauty-related professions.
- 1.3. Tradehouse has the right to unilaterally amend the Terms and Conditions and product prices. The current Terms and Conditions are published on the Tradehouse website at www.tradehouse.ee.
- 1.4. Matters not regulated by these Terms and Conditions shall be governed by the laws of the Republic of Estonia and the European Union.

2. Registration as a business customer

- 2.1. Legal entities operating in the beauty services sector, sole proprietors (FIE), holders of an LHV Entrepreneur Account, and other persons or businesses whose activities are related to professional beauty, hairdressing, spa, aesthetic medicine or other beauty services may register as business customers.
- 2.2. Registration as a business customer is based on an application submitted to Tradehouse. The application may be submitted on the Tradehouse website or at a Tradehouse store.
- 2.3. Tradehouse has the right to verify the accuracy of the information provided upon registration and, where necessary, to request additional information or documents confirming that the company or business operator is active in the beauty services sector.
- 2.4. If public registers (including the Estonian Commercial Register or other relevant databases) do not show a connection with the beauty services sector, or if the information provided is insufficient, Tradehouse has the right to refuse to grant business customer status or to postpone registration until the required information has been provided.
- 2.5. Business customer status becomes effective once registration has been confirmed by Tradehouse.
- 2.6. The business customer must promptly notify Tradehouse of any change to its business name, registration details, contact details or field of activity if such change may affect its business customer status or the application of these Terms and Conditions.

3. Business customer status

- 3.1. Business customer status is personal and linked to the registered company or business operator. Business customer status and the benefits associated with it may not be transferred to third parties or used to make purchases for other persons or businesses. A purchase made on business customer terms may be paid for by the business customer or by a person authorised in the Tradehouse system to make purchases on behalf of that business customer. A person accompanying the business customer or any other third party may not use the business customer discount or pay for their own purchases on business customer terms.
- 3.2. Tradehouse has the right to set different price lists, purchasing terms, campaigns, discounts and other business customer benefits for different customer groups.
- 3.3. A business customer may authorise other persons to make purchases on its behalf in accordance with the Tradehouse authorisation procedure in force. A business customer registered as a sole proprietor (FIE) may authorise one person. A business customer registered on the basis of an Entrepreneur Account may not authorise another person. An authorised person may use the business customer terms solely to make purchases on behalf of that business customer and in connection with its business activities.
- 3.4. Business customer status does not automatically entitle the customer to all Tradehouse products, brands, campaigns or special terms. Certain products, brands or campaigns may be subject to additional terms or restrictions imposed by the manufacturer or importer.
- 3.5. Tradehouse has the right to change business customer price lists, discounts, campaigns, customer groups and other business customer benefits in accordance with its pricing policy and cooperation terms.
- 3.6. The business customer must use the business customer discounts provided by Tradehouse in good faith and may not use them in a manner that defeats their purpose, harms the interests of Tradehouse or its cooperation partners, or for purposes for which they are not intended.
- 3.7. Business customer status remains valid for an indefinite period, provided that the customer complies with these Terms and Conditions and Tradehouse has not decided to suspend or terminate the status.

4. Obligations of the business customer

- 4.1. The business customer must use its business customer status in good faith and solely in connection with its own business activities.
- 4.2. The business customer must keep its user account and login credentials secure and is responsible for their use. The business customer may not disclose its user account, customer identifier or other information enabling the use of business customer status to third parties, except to a person duly authorised in the Tradehouse system.
- 4.3. The business customer may not use its business customer status for activities that harm the interests of Tradehouse, its brands, cooperation partners or manufacturers.
- 4.4. When reselling products, the business customer must comply with the restrictions and conditions imposed by manufacturers, importers and Tradehouse.
- 4.5. The business customer must provide Tradehouse with accurate and up-to-date information and notify Tradehouse of any changes within a reasonable period.

5. Authorised salons and special cooperation partners

- 5.1. Tradehouse may grant a business customer the status of an authorised salon or other special cooperation partner if the customer meets the conditions established by Tradehouse and, where applicable, by the manufacturer or authorised importer.
- 5.2. Authorised salon or special cooperation partner status may be granted, among others, to beauty salons, clinics, spas, training centres, resellers or other professional cooperation partners whose activities correspond to the objectives of the relevant brand or cooperation arrangement.

5.3. Authorised salon or special cooperation partner status may include additional rights and benefits, including:

- the right to purchase or sell specified product ranges or brands;
- access to professional products or services;
- training and certification;
- marketing and sales support;
- support for product displays or salon concepts;
- other cooperation terms determined by Tradehouse, the manufacturer or the authorised importer.

5.4. An authorised salon or special cooperation partner must comply with the brand, marketing, sales and product handling requirements established by Tradehouse and, where applicable, by the manufacturer or authorised importer.

5.5. Tradehouse has the right to review, amend, suspend or terminate authorised salon or special cooperation partner status at any time if:

- the cooperation conditions are no longer met;
- these Terms and Conditions are breached;
- the terms or quality requirements of a specific brand are breached;
- the manufacturer or authorised importer changes its cooperation or resale policy;
- this results from Tradehouse business decisions;
- Tradehouse considers that continuation of the cooperation is no longer justified.

5.6. Termination of authorised salon or special cooperation partner status does not automatically terminate business customer status unless Tradehouse decides otherwise.

5.7. The specific terms, rights and obligations associated with authorised salon or special cooperation partner status may be governed by a separate cooperation agreement or brand-specific terms. These Terms and Conditions apply to the extent that the separate agreement does not provide otherwise.

6. Terms for students of beauty-related professions

6.1. A student enrolled in a beauty-related programme may apply for Tradehouse student customer status, which entitles the student to purchase selected products on the terms applicable to students.

6.2. When applying for student status, the applicant must provide a valid document confirming student status or other proof of studies accepted by Tradehouse.

6.3. Student status remains valid for the validity period of the supporting document or until the date determined by Tradehouse. Tradehouse has the right to require new proof when extending the status.

6.4. Student status is personal and may not be used to make purchases for other persons or transferred to third parties.

6.5. Prices, campaigns and purchasing terms applicable to students may differ from those applicable to business customers.

6.6. Tradehouse has the right to suspend or terminate student status if:

- the information provided is inaccurate;
- the studies have ended;
- student status is used in breach of these Terms and Conditions.

7. Prices and purchasing terms

- 7.1. All prices applicable at the time of purchase may be changed without prior notice, unless otherwise required by law.
- 7.2. Tradehouse has the right to set different prices, discounts, campaigns and purchasing terms for different customer groups.
- 7.3. Business customer prices, campaigns and discounts do not automatically apply to all products or brands. Certain products or brands may be subject to special terms established by the manufacturer, importer or Tradehouse.
- 7.4. Tradehouse has the right to limit the quantities of campaign products or products offered at a special price where necessary to ensure product availability or where required by the manufacturer or importer.
- 7.5. Tradehouse reserves the right to correct obvious pricing errors or technical errors. In such cases, the customer will be informed as soon as possible, and both the customer and Tradehouse have the right to cancel the order.
- 7.6. If the customer breaches these Terms and Conditions or uses business customer status contrary to its purpose, Tradehouse has the right to restrict or discontinue the application of business customer pricing to that customer.
- 7.7. Tradehouse has the right to refuse to fulfil or to cancel an order if the content, quantity or other circumstances of the order indicate a breach of these Terms and Conditions or that the products are intended to be used for a purpose inconsistent with business customer status.

8. Suspension and termination of business customer status

- 8.1. Tradehouse has the right to temporarily suspend or permanently terminate business customer or student customer status if the customer breaches these Terms and Conditions or uses the status contrary to its purpose.
- 8.2. Tradehouse has the right to suspend or terminate business customer status in particular if:
 - the customer has provided false information or concealed material information;
 - business customer status is used to make purchases for third parties;
 - business customer status is used for purposes that harm Tradehouse, its cooperation partners or brands;
 - the customer breaches sales or resale conditions imposed by manufacturers or importers;
 - the customer intentionally or repeatedly harms the reputation or business interests of Tradehouse;
 - the customer no longer meets the eligibility requirements for business customer status;
 - another material circumstance arises as a result of which Tradehouse considers continued cooperation no longer justified.
- 8.3. Where necessary, Tradehouse has the right to request additional explanations or documents from the customer before terminating business customer status.
- 8.4. The decision to suspend or terminate business customer status is made by Tradehouse. The customer will be notified of the decision within a reasonable period.
- 8.5. Upon termination of business customer status, the customer loses the right to use business customer prices, campaigns, discounts and other benefits.
- 8.6. Suspension or termination of business customer status does not release the customer from obligations that arose before the relevant decision was made.

9. Processing of personal data

- 9.1. Tradehouse processes the personal data of business customers and student customers in accordance with applicable law and the Tradehouse privacy terms.
- 9.2. Personal data is used primarily for business customer registration, management of the customer relationship, fulfilment of orders, customer service and compliance with legal obligations.
- 9.3. More detailed information on the processing of personal data is available in the current privacy policy published on the Tradehouse website.

10. Final provisions

- 10.1. These Terms and Conditions enter into force upon publication on the Tradehouse website and remain valid until a new version is published.
 - 10.2. Tradehouse has the right to amend these Terms and Conditions unilaterally. Updated Terms and Conditions are published at www.tradehouse.ee.
 - 10.3. These Terms and Conditions are governed by the laws of the Republic of Estonia.
 - 10.4. Disputes arising from these Terms and Conditions shall first be sought to be resolved through negotiations. If no agreement is reached, the dispute shall be resolved by a court of the Republic of Estonia in accordance with applicable law.
 - 10.5. This document supersedes all previous versions of the Tradehouse OÜ Business Customer Terms and Conditions.
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