

Longo LT UAB Reservation Terms

Longo provides the option of reserving a car online via Longo website using the Montonio solution. The payment is done via BankLink. Longo online reservation is provided in accordance with the following terms:

1. Longo car reservation fee – from 49 €, depending on the location of the vehicle.
2. In case the reserved car does not meet technical expectations or if you decide to purchase another Longo car, the reservation fee can be used to purchase another Longo car. Each case is assessed individually. For more information, we recommend contacting – phone nr.: +37052030012 or email: info@longo.lt
3. To give sufficient time for decision making, customer-made car reservations are valid for 3 calendar days (or for a time period agreed on with the Sales Manager) from the moment when the car is available in the chosen sales location.
4. At the same time one customer can reserve one car.
5. Longo sales specialist will contact the customer within 1 – 2 hours from the reservation moment. If the reservation is made outside the working hours, Longo will contact the customer on the next working day.
6. The customer can cancel the reservation at any time by calling Longo at +37052030012 or writing an email to info@longo.lt.
7. Longo may cancel the reservation at any time if any unforeseen circumstances arise. In such a case, the reservation fee is returned to the customer.
8. The reservation is automatically canceled if Longo cannot contact the customer within 3 calendar days from the reservation date. In this case reservation payment is considered as a contract penalty and cannot be refunded or transferred to another Longo car.
9. The customer may apply for a refund review in the case of Force Majeure by writing an email to info@longo.lt.
10. If the reservation is cancelled by a customer without a reason, the reservation fee is not refundable.
11. When concluding a purchase-sale contract, a one-time administrative fee of 249 € is applied to cover the costs of logistics and car preparation process, as well as other costs related to the sale of the car. This fee is not included in the price of the car and is mandatory additional payment applicable to all buyers concluding a purchase-sale contract.