

# **GENERAL TERMS AND CONDITIONS for the purchase of goods from the *HARDOX WEBSHOP***

These general terms and conditions apply to all contracts you enter into by purchasing goods from **store.hardox.com** refers hereinafter to GEP Communication Group AB. By ordering a product from the store.hardox.com website you accept these terms and conditions. store.hardox.com accepts purchases from Sweden and all EU countries. The website lists the non-EU countries from which store.hardox.com accepts orders.

## **The seller's company details**

The contracting party with whom you enter into a contract by purchasing goods from “**store.hardox.com**” is GEP Communication Group AB, registered in Sweden with Corporate Identity Number 556612-0928 and address Warfvingsväg 30 A 12251, Stockholm, Sweden. The company's VAT Registration Number (Sweden) is SE556612092801

GEP Communication Group runs this website through an agreement with store.hardox.com and therefore has the exclusive right to sell products with the original “store.hardox.com” trademark. This means you can be sure that the products you buy from store.hardox.com are genuine store.hardox.com products.

## **Age limit**

You must be at least 18 years old to purchase products from the store.hardox.com website. By purchasing from the website you confirm that you are at least 18 years old. store.hardox.com reserves the right to annul your order without any liability whatsoever if it discovers that you do not meet the above condition.

## **Prices and charges**

We reserve the right to alter prices due to changes beyond our control. We also accept no responsibility for any printing errors.

Prices are specified exclusive of shipping and payment charges. The cost of shipping will be added to all purchases and can be found in your order information on the website. The cost of shipping may vary between different orders.

The prices on the store.hardox.com website are specified inclusive of Swedish VAT. If you come from another EU country an alternative VAT rate may be applicable. Any alternative VAT rate to be applied will be specified before you make your payment. If you are purchasing from a country outside the EU you will not be charged VAT and this will be indicated if you have specified a delivery address outside the EU. Furthermore you will be solely responsible for import clearance in the country of destination and store.hardox.com has no responsibility for this or for any costs, customs duties, taxes or charges that may arise.

## **Order and payment**

The contract between you and store.hardox.com is concluded as soon as store.hardox.com emails your order confirmation to the email address you provide.

store.hardox.com reserves the right to decline a purchase for any reason, including – but not limited to – store.hardox.com being unable to verify the information you provided upon registration.

store.hardox.com also reserves the right to check the credit card's validity and that there is sufficient available credit for the purchase amount.

Goods are paid for by credit card. store.hardox.com accepts VISA and Mastercard.

### **Right to cancel a purchase**

Under Swedish law (which governs this contract) consumers have the right to cancel a purchase within 14 days of receiving the goods. The right to cancel a purchase means you can change your mind about a purchase and send back the goods you have received. This is on condition that the goods are undamaged, unused and all their labels are still attached. You will have to pay the return shipping costs. Unclaimed packages are not covered by the right to cancel a purchase. If you want to cancel a purchase, please contact store.hardox.com customer service on +46 (0)8 588 855 00 or via order@gepcg.se. Our customer helpline is open Monday to Friday from 9am to 4pm.

You will normally receive a refund for goods you have sent back within 20 days of the date on which we receive the goods you have returned.

The 14-day cooling-off period starts on the day you receive the goods or a significant part of them, e.g. the day you collect the goods from the post office. If the cooling-off period does not contain seven working days, you will always have seven working days to cancel the purchase. 'Working days' means every day of the year except Saturdays, Sundays, other Public Holidays, Midsummer Eve, Christmas Eve and New Year's Eve.

You are always entitled to cancel an order before delivery but store.hardox.com will be entitled to compensation for any costs store.hardox.com incurred before the order was cancelled.

If you are living outside the EU, you will be considered to have received the item on whichever day comes first of (i) the day you received the item, or (ii) the day you received notification from the customs authorities (or equivalent) in the recipient country. If you are living outside the EU and exercise your right to cancel a purchase within the specified time and in the correct way, you will still be charged for the cost of any customs duty that store.hardox.com has to pay when the item is returned to Sweden.

### **Complaints and consumer protection**

All consignments we send are insured by store.hardox.com. If the package is damaged before you open it you should report this at the point of delivery without delay. store.hardox.com can never be liable for damaged packages that have not been reported.

When you receive your package, you must check the contents carefully to make sure they correspond to the packing slip inside the package. You must report any non-conformity to store.hardox.com without delay.

If you have received the wrong item, and store.hardox.com has approved your claim, store.hardox.com will pay the return shipping costs. If you want to return an item or make a complaint, or replace or service an item under warranty, please contact store.hardox.com customer service on +46 (0)8 588 855 00 or via order@gepcg.se Our customer helpline is open Monday to Friday from 9am to 4pm.

When selling to consumers store.hardox.com follows the currently applicable provisions of the Swedish Consumer Purchases Act (find out more here). When selling to non-consumers store.hardox.com follows the currently applicable provisions of the Swedish Sale of Goods Act (find out more here). The provisions of this contract will take precedence over the provisions of the Swedish Consumer Purchases Act (consumer) and Swedish Sale of Goods Act (non-consumer) unless the statutory provisions are mandatory in nature.

**Delivery**

Delivery normally takes place 5-7 working days after your order has been placed with store.hardox.com. store.hardox.com will not be liable for any damage resulting from late delivery of the goods. store.hardox.com reserves the right to recover any costs it incurs for dispatching an uncollected package.

**Personal data policy**

Find out more about store.hardox.com Personal Data Policy [here](#).

**Force majeure**

store.hardox.com will be excused from performing its contractual obligations during such time as store.hardox.com is prevented from performing its obligations due to circumstances beyond store.hardox.com's control, including but not limited to labour disputes, strikes and lock-outs, fires, wars, terrorist acts, riots, revolts, civil disobedience, natural disasters, currency restrictions, seizure of public assets, import and export bans, disruption or defects in regular communication and transportation systems, including disruption and defects in power connections, regardless of whether this affects store.hardox.com or its suppliers. If the period of force majeure lasts for longer than two (2) months, both you the customer and store.hardox.com will be entitled to cancel the contract without any liability for either party to pay compensation.

**Liability**

store.hardox.com will not be liable to you for any damages whatsoever, with the exception of cases where any damage is covered by the company's liability insurance and on condition that the insurance provider approves payment in the case in question. However store.hardox.com's liability will never exceed the amount that corresponds to the purchase price for the item or items ordered. store.hardox.com is not liable for any consequential or indirect damages.

**Disputes and choice of law**

Swedish substantive law (excluding Swedish international private and procedural law) shall govern your order and the contract, including its general terms and conditions, between you in your role as customer and store.hardox.com.

We will refer disputes to The National Board for Consumer Disputes [ARN] in the first instance. Disputes arising from your order or the contract, including its general terms and conditions, that cannot be settled by ARN will be referred to a general Swedish court for final settlement.