

Terms & conditions for www.tresbienshop.com

- Updated 2012-01-25

CONFIRMATION

By approving these terms & conditions and confirming your order, a binding agreement is entered into. When we have received your order, you will receive an automatic e-mail confirming your order. We reserve the right not to deliver in the event that the stock level was incorrect at the time of receiving the order. Should we be unable to deliver in accordance with the terms in the confirmation of order, we will contact you and give you the opportunity to cancel the order. Please read the terms & conditions before placing any orders on www.tresbienshop.com.

AGE RESTRICTIONS

Parental or guardian consent is required for customers under the age of 18. If you are under 18 you must let your parent or guardian know about our privacy policy before you register to use this site or any of this site's services.

PAYMENT METHODS

We offer two different methods of payment and one additional method for Swedish customers.

Credit/Debit cards

We accept VISA and MasterCard. When paying by card you will be asked for the card number, its period of validity and the CVC code. We use a security standard called 3D-Secure, developed by VISA and MasterCard. All information is encrypted using SSL encryption, which prevents unauthorized access to card details. We do not store card numbers after the transaction has been carried out.

PayPal

PayPal allows secure payment with your PayPal account or credit card. You will be redirected to PayPal to finalize your order when checking out. More information about PayPal is available at www.paypal.com.

Invoice (Only for customers residing in Sweden)

In cooperation with KLARNA we are in a position to offer both private individuals and companies payment on invoice with 14 days' credit and no added charges. Personal or corporate identification numbers will be checked when you choose this option and a credit rating will be carried out. When choosing invoice as payment method, the system will use your national registration address as shipping address for your order per default. We are required to use this system and cannot ship to another address than the one you are registered at. When Klarna has approved invoicing your transaction will be carried out and an invoice will be sent to you together with the package. Interest will be charged, currently 25.50 % p.a., on all overdue payments and charges will be made for reminders. For more info regarding Klarna invoices call 08 - 120 120 00 or info@klarna.se, www.klarna.se.

PRICES

Prices do not include delivery charges. We retain the right to adjust incorrect prices. Prices shown on the Site are in Euros, Swedish Kronor, British Pounds or American Dollars depending on your destination country. All prices include applicable Swedish VAT for customers inside the European Union. Purchases made by customers outside the European Union are exempt from value added tax. 20 % of the total amount will be deducted from the total when you select your country at the checkout.

PROMOTIONS

Promotion codes are limited to one time per customer and cannot be combined with other offers, if not otherwise explicitly stated. Promotion codes and offers are only valid within the explicitly set time or as far as we have stock and not applicable to previously placed orders.

SHIPPING METHODS

Orders are shipped by Fedex, except orders to Sweden which will be sent by Posten (Swedish postal service).

FedEx

FedEx orders are fully insured by FedEx. A physical street address and signature upon delivery are required. FedEx do not deliver to post-office boxes. When your order leaves our warehouse you will receive a tracking number via e-mail that can be used to track your order on. Packages can be tracked via www.fedex.com.

Posten (Only for delivery within Sweden)

All Swedish orders are sent by Posten and are insured. Notification is sent via e-mail and sms. Packages

can be tracked via www.posten.com with the help of the notification number sent to you via e-mail/sms once the package has left our warehouse. Valid identification shall be shown when collecting the package.

DELIVERY TIME AND COSTS

Goods will be dispatched on regular working days, monday to fridays. Please note that the following delivery charges do not include import costs that may be due when the package reaches the country of destination. Delivery times may be a little longer during sales and public holidays.

US

Standard: 10\$ – 2-5 working days (Free over \$380)

Express: 30\$ – 1-3 working days

EU, Switzerland, Norway & Canada

Standard: 8€ – 2-5 working days (Free over €350)

Express: 20€ – 1-3 working days

Non EU

Standard: 12€ – 3-7 working days (Free over €350)

Express: 30€ – 2-4 working days

UK

Standard: 7£ – 2-5 working days (Free over £305)

Express: 18£ – 1-3 working days

Sweden

Always free shipping – 1-3 working days

We occasionally offer free deliveries on all orders, which will be clearly stated on our website. Please note that campaigns for free deliveries will be activated on your order on the payment page.

CUSTOMS AND IMPORT CHARGES

Any customs or import duties are charged once the parcel reaches its destination country. These charges must be paid by the recipient of the parcel. Unfortunately, we have no control over these charges, and cannot tell you what the cost would be, as customs policies and import duties vary widely from country to country. It might be a good idea to contact your local customs office for current charges before you order, so you are not surprised by charges you were not expecting.

DELIVERY STATUS

When your order leaves our warehouse you will receive a tracking number via e-mail which you can use to track your order.

Track your order

For orders to Sweden: www.posten.com

For other countries: www.fedex.com

If we are unable to deliver the ordered goods in time you have the right to cancel the order. If the payment has been made in advance, your money will be refunded as soon as possible within 30 days.

REFUNDS AND EXCHANGES

Our returns guarantee entitles you to return the product for any reason within 14 days of having received it. You have the right to open the package and check the contents but the product must be return unused. All original packaging, price labels etc shall be returned with the product without having been tampered with. Please note that you are responsible for the product until it reaches us. Send the package with the dispatch number so that it can be traced.

NB! If you wish to exchange a product, please contact us on customercare@tresbienshop.com as soon as possible to reserve another product/size. Products may only be exchanged for other products available from www.tresbienshop.com. Goods can be returned in two different ways, both of which are described below. All return shipping costs are to be paid by the customer.

How to make a return

When returning goods by post please ensure that you fill in and enclose the returns form. The returns form will have been enclosed in your delivery. If you have not received one or lose it, please contact us. If you

wish to send back the whole or part of the order we will refund the amount you have paid. If you paid by card, the amount will be refunded to the card that you used for payment. If you paid by invoice then the money will be refunded into your account. You will find the address for returns on the returns form. We will not refund the cost of return-shipping costs.

DAMAGED IN TRANSIT – DEFECTIVE PRODUCTS

If the product is damaged or do not correspond with how the product was presented on www.tresbienshop.com, you have the right to enter a claim.

HOW TO ENTER A CLAIM

Please contact customercare@tresbienshop.com as soon as you discover the fault. We will first try to see if it is possible to repair or remedy the fault. If this is not possible then we will replace the product. If we are unable to replace the product or remedy the fault then we will refund the money. If you can send a photograph of the damage/error this will speed up the process. When we have received the product and approved the claim you will be informed and a new product along with compensation return-shipping costs will be sent to you, or we will refund you for the product and the return-shipping costs.

FORCE MAJEURE

We have the right to assert force majeure in the event of war, warlike event, civil war, revolution, government sanction, strike, lockout, blockade, natural disaster or the like. This means that the agreement will not need to be fulfilled in part or in full. Should this, contrary to expectation, occur, we would attempt to notify you.

COMPANY INFORMATION

The website www.tresbienshop.com, our physical shops and registered domain are owned by Tres Bien Shop AB. The company is registered in Sweden. Our corporate identification number is 556808-7521.