

Terms of sale – 20190114

Kulturhantverkarna Färg AB

Goods must always be ordered via www.kulturhantverkarna.se, telephone or e-mail. When ordering via www.kulturhantverkarna.se, e-mail or at a trade fair, a purchase agreement is made once Kulturhantverkarna Färg AB has confirmed the order in writing or via receipt or invoice. Kulturhantverkarna Färg AB has ownership and repossession rights to all products until such time as payment has been made by the customer in full. To place an order with us, you must be at least 18 years of age. Kulturhantverkarna Färg AB may at any point cancel pending orders due to circumstances such as increased shipping rates, taxes and other unforeseen events. In such cases, the customer will be refunded the amount paid (where applicable).

1. Payment by credit card.

1.1 Payment by credit card on www.kulturhantverkarna.se. You complete the payment in the system and choose card payment with VISA or MasterCard. The payment is done entirely without additional fees and maintains the same high level of security as the majority of online banking services. Our solution employs 3-D Secure, the latest technology for online card payments. All payments go via Dibs and Handelsbanken with the highest level of security the market has to offer. Put simply, this means that as a store we never see the transaction. Everything goes through the banks' systems.

1.2 Payment by credit card at a trade fair where Kulturhantverkarna Färg AB has a stand.

2. Payment via Invoice for companies. In some cases, you are able to choose the Invoice payment method. Payment terms for invoicing: 10 days. Penalty interest 12%. Statutory charges are added to all interest invoices.

3. Payment via Invoice as a Retailer. Retailers of Kulturhantverkarna Färg AB's products have special agreements and retailer discounts. The following always applies as a basic rule: Shipping charges apply. A split cost of SEK 63 is charged when a package has to be opened. A shipping charge of SEK 50 is applied to all orders. Payment terms for invoicing: 10 days. Penalty interest 12%. Statutory fees apply to all interest invoicing. Kulturhantverkarna Färg AB reserves the right to make changes to its prices, products or range. The industry's general terms and conditions apply.

4. **Price**

All payments are made in Swedish Kronor.

5. **Shipping, etc.**

For orders within Sweden via the webstore, a unit cost applies. Orders via telephone and e-mail are subject to normal shipping charges by weight category. Retailers and painters' have specific shipping agreements. Orders from other EU countries and Norway are subject to shipping charges by weight category.

Within Sweden, all dispatches go through DHL or DSV depending on weight and recipient and are insured. Goods sent to private persons and companies that do not have normal opening times for the receipt of deliveries are sent to the closest collection point in the locality where the customer is based. Note that as a customer you will receive notification of delivery from the collection point in your location by SMS or e-mail, for collection within 10 days. If the package is not collected within this period, it will be returned to Kulturhantverkarna Färg AB. The customer is then liable for the additional shipping charges associated with returning the package and a new shipping charge for sending the package again. A storage fee may also be charged by the shipping company. Larger and heavier goods, and goods with several packages sent to corporate customers, and in some cases to private customers, are sent directly to the company/private individual's address. In such cases, the customer is notified before delivery. Goods which are collected directly from the factory are not subjected to shipping charges.

6. **Deliveries**

The stock status "In stock" means that we have the goods and they are ready for immediate delivery, normally within 3–5 working days. The stock status "Order item" means that the product must be ordered from our supplier or specially manufactured in our factory, meaning the delivery time can be somewhat longer; normally 5–10 working days.

7. **Transport risk**

Together with our shipping partners, we bear the transport risk, i.e. the risk of goods being damaged or lost during transport from our warehouse to you. You and the transport company bear the risk in the event that goods are returned to us.

8. **Damaged goods**

When you receive your goods, it is important that you immediately inspect them. Should the packaging and contents be damaged, you will need to make a claim through your collection point or directly through the shipping company. You should always keep the confirmation slip you receive concerning

your damaged/claimed goods. We ask that you inform us once you have done so, no more than one week later.

9. **Cancellation rights and Open purchase**

When ordering from the webstore, you have the right to cancel your purchase within 14 days of receipt and without having to specify a reason. When exercising your Cancellation rights/Open purchase, you must pay for any shipping charges incurred and ensure that we receive the goods undamaged.

Cancellation rights and Open purchase do not apply to purchases at trade fairs or other points of sale arranged by Kulturhantverkarna Färg. Cancellation rights and Open purchase do not apply as the goods cannot be returned in unused and undamaged condition. Note that Cancellation rights and Open purchase do not apply to goods that are made to measure or specially manufactured goods, nor opened paint tins, colour-refracted paints or specially ordered paints. Nor do Cancellation rights and Open purchase apply in the event of sales or clearance sales. If the goods are sent directly to the end customer from one of our suppliers, shipping charges may apply for returning the goods to the supplier.

10. **Claims**

If you wish to claim for a damaged or faulty product, please contact us via e-mail or phone within one week. The right to make a claim only covers original faults, i.e. faults which existed in the goods upon delivery. This does not apply in the event that we are unable to find a fault in the product or that you have caused the damage yourself.

No compensation is paid for normal wear and tear.

11. **Refunds**

Refunds are actioned as soon as we have received and approved your return.

12. **Reservations**

We reserve the right to make changes to our prices as a result of major price deviations from our suppliers, typos or other faults beyond our control. Read more about unforeseen events under Force Majeure below.

13. **Force Majeure**

In the event of war, natural disaster, labour market action, authority decision and similar events beyond our control, which we could not reasonably have predicted and which impact agreements and undertakings made by us, which means that we cannot fulfil that agreement/undertaking, this shall free us from the obligation of fulfilling said agreement. Below are links to the Swedish Consumer Agency and ARN, where you can read more about the Swedish Consumer Sales Act, the Distance and Doorstep Selling Act, etc.

14. Processing of customer information. See GDPR document.

In the event of a dispute, we always follow the recommendations made by ARN.

www.konsumentverket.se

www.arn.se

Subject to change.

Contact information

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