

# Tiger of Sweden Terms & Conditions

Please read the terms and conditions carefully before using tigerofsweden.com (the "Website"). By using and shopping on our Website, you agree to accept the terms and conditions described below. As the terms and conditions may be updated from time to time (for example to reflect changes in technology, our business model, our system's capabilities or relevant laws and regulatory requirements), we recommend that you check this page regularly to take notice of any changes we may have made in the terms and conditions.

## Ordering

The online store is open 24 hours a day. However, the store can be closed due to maintenance. For your convenience, we endeavor to execute such work in the night time. In order to shop at tigerofsweden.com you must be at least 18 years of age and possess a valid credit card accepted by us. You have the right to inform us of your withdrawal of the purchase, without penalty and without justification, within 14 days as of the day following the delivery of the product.

Please note that we only accept orders from private consumers, and you are not allowed to place orders for or on behalf of a business.

Your national legal guarantee of conformity for goods applies to this purchase. At the moment we can only fulfil your order, if the delivery address is a home or office address in one of the countries we deliver to. Further, we do not deliver to P.O. boxes. We may decline an offer or cancel a purchase in any of the following situations, without being liable for any damages or costs. We will notify you by email in advance of any such action, to try and resolve the issue and will return any applicable payments made to us without deduction:

- Your payment information is incorrect or not verifiable, or you are not approved in the credit evaluation;
- Your order may have been placed for fraudulent purposes, or in connection with a criminal offence or other unlawful activity;
- There was an unintentional error on the Website; e.g. a payment error etc.;
- We have reason to believe you are a minor under the age of 18.;
- We could not deliver to the address provided by you.

By placing an order on our Website, you are making an offer to us to purchase the products you have selected on these terms and conditions. We may or may not accept your offer at our discretion.

We can only accept offers that are made through our Website or by telephone via our Customer Care team. We cannot accept orders made by e-mail, letters or fax.

### ***At what point in the ordering process are you bound by your order?***

The moment you click "Pay" and the receipt is displayed on your screen, you are bound by your offer, how-ever, please see "Returns, Withdrawals and Complaints". The receipt you receive is an automated acknowledgement that means we have received your submitted offer. However, the acknowledgement does not mean that we have accepted your offer, and we reserve an explicit right to decline your offer after you have received the automatic acknowledgement. If we accept your offer, you will receive an e-mail from us confirming that we have accepted your order (order confirmation). The contract between you and us will be effective from the time that the order confirmation is sent. If you made an error when placing your or-der, please contact us and we will be happy to assist you. However, please always make sure to review your offer before placing it. Before submitting, you have the possibility yourself to edit any information you have entered, such as the shipping or billing address or credit card information, or change or delete items in your shopping bag.

### ***Language of the contract***

The language of the contract is English.

### ***Access to the agreement***

We store all contracts made, including your offer and the order confirmation, and we recommend that you file these too, as subsequently the documents will not be accessible. However, please see "Track your order and view history".

### ***Fraud screening***

In order to protect our customers and maintain the security of shopping online, we may run verification checks on the data you submit when you place an offer. These checks may include address and payment verification and screening your offer to prevent fraud.

## Payment methods

We accept the following payment methods:

- VISA
- MasterCard
- Amex (Austria, Belgium, Canada, Denmark, Finland, France, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland and UK only)
- Maestro (UK and Canada only)
- Paypal (Austria, Belgium, Denmark, Finland, France, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland and UK only)
- iDeal (Netherlands only)
- Klarna / Invoice (Austria, Belgium, Denmark, Finland, Netherlands, Norway and Sweden only)
- VISA/Dankort (Denmark only)
- Bancontact Card (Belgium only)

Please note that we cannot accept any payment methods not specified above. If you try to pay by any other methods, we will not be liable for your loss of payment or any other damages caused by your action.

## ***Credit Card Verification Number***

To maintain your own security and prevent fraud, you will be asked to enter your Card Verification Number (CVV) when paying with credit card. You can find the 3 digit number on the back of your credit card. It generally appears to the right of your credit card number.

## **Payment processing**

If you place your order with a credit card, the payment will be deducted from your bank account when your order and data have been verified and your ordered products leave our stock for delivery.

If you place your order using Paypal, Real Time Banking, iDeal or a debit card, the payment will be deducted from your bank account when your order has been placed.

If you place your order with Klarna the payment will be deducted from your bank account once you have paid the invoice.

Please note that your billing address must be entered exactly as it appears on your bank statement.

## **Prices & VAT**

All prices on products, delivery charges and other services include value added tax (VAT). The delivery charge is added per order. For details concerning the charges for your specific country, please [click here](#). We will always inform you of the total price, including all taxes, VAT and other costs such as fees and possible delivery costs, before you place your order. The prices displayed on the Website are those that apply at the time of purchase. The prices may be subject to change without notice, but changes will not affect orders which we have accepted. We endeavor to avoid information errors, but please note that pricing errors, spelling errors and other errors or mistakes can occur from time to time. We will verify prices as part of our confirmation procedures. If the correct price is less than our stated price, the lesser amount will be charged to you. If the correct price is higher than the price stated on our Website, we will attempt to contact you. If we are unable to contact you, we will reject your offer and notify you by e-mail.

## **Currency**

All displayed prices are quoted in the currency that refers to your country. If you want to change the country selection, please use the country selector in the top of the site. Your delivery address will decide which currency you will be charged in.

Please note that changing the country of delivery may have an influence on the price and the delivery costs.

You may pay in any of the currencies listed below:

- Danish Kroner (DKK)
- Euro(EUR)
- Norwegian Kroner (NOK)
- Swedish Kronor (SEK)
- Swiss Francs (CHF)
- UK Pound Sterling (GBP)

### *Order security*

We utilise Security Socket Layer (SSL) technology, one of the most secure systems for ordering online that allows encryption of your information, such as your name and address, and critical personal information, such as credit card information. Your information will be encrypted from the moment you enter it, and your personal information will not be saved on a public server. That means that information passed between you and our Website cannot be read in the event someone else intercepts it. The SSL technology provides an authentication that assures your browser that your data is being sent to the correct secure computer server; an encryption that encodes all data, so only the secure server is able to read it; and a data integrity that checks that the transferred data has not been altered.

## **Shipping & Delivery**

We currently deliver to the following countries

- Austria (excl. Riezlern)
- Belgium
- Canada
- Denmark (excl. Faroe Islands and Greenland)
- Finland (excl. Aland Islands)
- France (excl. Guadeloupe, French Guiana, Martinique, Réunion, Mayotte, Monaco, Saint Pierre, Wallis and the Futuna Islands, and New Caledonia)
- Germany (excl. Island Helgoland, and area of Busingen)
- Ireland
- Italy (excl. Campione d'Italia, Livigno, San Marino and Vatican City)
- The Netherlands (excl. Aruba and the relevant territories of the (Dutch) Antilles)
- Norway (excl. Svalbard)
- Spain (excl. Canary Islands, Ceuta and Melilla)
- Sweden
- Switzerland
- United Kingdom (excl. Isle of Man, Jersey and Guernsey)

## **Delivery terms**

If you live in Sweden, Norway or Finland and choose standard delivery, your order will be delivered by PostNord to a pick-up point near your address. You will be informed of the pick-up point by e-mail or text message at the time the parcel is ready for collection. If you

prefer to have the order delivered directly to an address of your preference, you may choose express delivery. If you choose express delivery, your order will be delivered by UPS.

If you live in Denmark, your order will as a standard be delivered by PostDanmark to an address of your preference. One delivery attempt will be made. If you are not available at the time of delivery, the order may be redeemed at the nearest PostDanmark pick-up point. You will be notified of the pick-up point by PostDanmark in its delivery slip.

If you live outside Sweden, Norway, Finland and Denmark, your order will be delivered via UPS to your home address.

If you are not available at delivery and you live in Germany, Belgium, Netherlands, United Kingdom, Spain or Italy, the order may be redeemed at the nearest UPS pick-up point. You will be notified of the pick-up point by UPS in its delivery slip.

If you live outside the countries mentioned above, UPS will make 3 delivery attempts. If you fail to receive your order on any of these attempts, the parcel will be returned to us. Contact information for UPS will be included in the delivery slip, and you may contact UPS directly to agree the delivery time of any redelivery attempt.

Orders will be delivered Monday through Friday. Please note that we do not ship to P.O. boxes.

All deliveries must be signed for at receipt, except if another option is provided by the courier.

If the order is delivered to a pick-up point, the courier will keep the parcel for 10 calendar days before re-turning it to us as undelivered.

### ***Split delivery***

If your order consists of several items we reserve the right to split the delivery. This can happen if certain items are delayed at the time of ordering. In the event of split delivery, you will receive tracking for each parcel. You will not be charged for any additional delivery costs.

### ***Product inspection***

Please note that you bear the risk for the products you have ordered when the delivery is completed. If the packaging appears to be damaged, please do not accept the shipment. Without prejudice to your statutory rights and remedies you have the responsibility of inspecting your products for any faults and, in the event, giving us notice of any complaints.

In the case of defective products or inconformity with your order, you will have the choice of returning the defective product and we will refund you the purchase price and all delivery cost when we have handled your return. You also have the right to keep the defective product and ask for a reduction of the price.

## **Delivery times**

Your ordered products will be delivered from Monday through Friday, and the exact delivery time depends on the country of delivery. An order that has been submitted on a Danish public holiday will be processed the next working day following the public holiday.

## ***Track your order and view history***

When you have an account at tigerofsweden.com, you can track your orders by visiting “Account” and clicking “My orders”. There you can view your past orders and the status of your current order.

If you do not have an account, please contact us and we will do our best to inform you about your order status.

## **Returns, Withdrawals and Complaints**

### ***The right of withdrawal***

If you are consumer (i.e. a private individual and not purchasing products on behalf of a business), you may withdraw your order at any time within 14 days.

### ***The right of withdrawal period***

The withdrawal period commences on receipt of the product and expires 14 days later. In case of split deliveries, the withdrawal period expires 14 days after receipt of the last product.

### ***Returning Christmas orders***

For Christmas orders, meaning orders placed between 23rd November and 24th December each year, we offer a prolonged withdrawal and return right until 15th January the following year. If you wish to return a Christmas order, please follow the normal withdrawal and return procedure and notify us of your intent to withdraw from the purchase on 15th January at the latest.

### ***How do you exercise your right of withdrawal?***

Before the expiry of the withdrawal period, you must inform us of the withdrawal with a notice sent on paper or another durable medium to which we have access, e.g. by letter or by sending us an email. You may use the withdrawal form attached below, but it is not obligatory.

In addition, you must return or give back the product to us within a reasonable time from sending the notice, in any case no later than 14 days from the day on which we were informed about your decision to withdraw from the purchase.

Please see the Return Guide that came with your order for more information.



You can also exercise your right of withdrawal if, before the expiry of the 14-day period, you hand over the product to the postal services or another operator who has taken on the task of forwarding the product to us, even if you have not given prior notice to us.

You may also exercise your right of withdrawal by abstaining from receiving the product or by abstaining from collecting it at the post office etc.

### *Effects of withdrawal*

If you use your right to withdraw, we will reimburse you the purchase price and the delivery and return costs, subject to the following:

- Delivery costs are only reimbursed to you, if you have chosen the least expensive type of delivery, and additional cost for express delivery are not reimbursed;
- Return costs are only reimbursed to you, if you use the free service provided by us, and return costs will not be reimbursed, if the product is returned by other means.

For Switzerland, free return service is not available. If you withdraw from the purchase and return a product delivered to Switzerland, we will not refund the delivery or return costs, and we will deduct a return handling fee of CHF 30.00 to cover our handling of the return and the costs of customs clearance.

Repayment will be made without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

You are only liable for any diminished value of the product resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the product.

### ***Returning defective products***

When we ship your products, we do our best to make sure that the products are top quality and in perfect condition. In the case of defective products or inconformity with your order, you will have the choice of returning the defective product and we will refund you the purchase price and all delivery cost when we have handled your return. You may also choose to keep the product and ask for a price reduction. Please note that products that are damaged as a result of wear and tear are not considered to be faulty.

The claim shall be made when you discover the defect. Any notice given within a period of two months after you discovered the defect is deemed a timely notice, but in certain cases a longer period may apply under applicable law. Please contact us and we will arrange for the product to be collected by our courier. If you wish to place another order, we will be happy to assist you.

For customers subject to Swedish law you have the right to return the product within 36 months.

For customers subject to French law the following applies:

- the warranty against any hidden defects of the goods sold, which applies for two years following the discovery of the defect.
- the warranty of conformity of the Civil Code, which enables you to require that the product delivered be the same as the product ordered, and which applies for five years from the date of delivery of the product.

- the warranty of conformity of the Consumer Code, which applies for two years from the delivery of the product.

Please note that any such claim requires that you have not used the products inappropriately and that the product is not defective due to your conduct.

## ***Incorrect Items***

Occasionally the wrong item may get sent out. If this has happened to you, we sincerely apologize.

Please contact Customer Care who will be able to re-order the correct item for you and arrange for the incorrect product to be collected by our courier.

## **Refund Information**

After we receive and process your request you will be issued with the appropriate refund. We aim to process a refund within 3 days of receiving your parcel, or of receiving evidence of you having sent back the parcel, and send you an e-mail to let you know we have received and processed it. After you have received the e-mail, please allow another 5-10 working days for the refund to be credited to your account. The amount of time this takes will depend on which bank or card issuer you have. Unfortunately this delay is outside of our control. You can expect a refund in the same form of payment originally used for purchase. In the event that we are unable to refund your credit card we will contact you to arrange an alternative means of refunding your order.

## **Contact Customer Care**

Do you have any questions, comments or complains related to your purchase please contact us. For your own convenience visit the contact page and submit your query.

To contact us by phone, please use the following local numbers:

Country	Customer Care no.
Sweden	+46 18 800 81 26
Denmark	+45 89 88 44 77
Germany	+49 800 000 6106
Finland	+358 9 315 84925
Netherlands	+31 85 0013 444
France	+33 9 71 08 05 05
Belgium	+32 2 880 39 34
Spain	+34 902 848 188
Austria	+43 720 881748
United Kingdom	+44 20 3872 0616
Norway	+47 21 95 41 31
Switzerland	+41 61 539 10 02
Canada	+1(647) 952-6320
Ireland	+353 76 888 8093

## COMPANY DETAILS

Tigerofsweden.com is the official online store for Tiger of Sweden and is operated by Tiger of Sweden Denmark A/S, a company having the following registration and contact details:

Tiger of Sweden Denmark A/S

Company reg. no. 38 75 30 29

Rahbeks Alle 21

1801 Frederiksberg C

Denmark