Terms of sale and delivery for private customers

**1. RETURN POLICY**

Contact systeminventar.dk before returning an item.

You can return an item within 30 days of delivery. The item must be unused. If the item is damaged or used, it will not be refunded. Be sure to include contact information along with the return package and, if possible, provide us with a tracking number and a brief description of your case.

systeminventar.dk recommends that you receive a receipt and a package ID for the return package from the delivery service, as it makes it easier to follow the return shipping if needed. You will receive a refund from systeminventar.dk if the item can be returned. If you paid via invoice, we need a bank account number to transfer the money. It is easiest to send the account number by mail.

1.2 DELIVERY

To return your item, you must be able to present a receipt or proof of purchase. You need to send your item to: systeminventar.dk, Ringe, 5750, Bøjdenvejen 109, Denmark

You are responsible for the payment of your own shipping costs when you return the item. Shipping costs are non-refundable. If you receive a refund, the costs associated with the return shipping will be deducted from the refund. It varies how long it takes to change a product, depending on where you live.

If you ship a product with a value of more than DKK 500, - you should send it as a package so that it can be traced, or buy delivery insurance. We do not guarantee that we will receive the return shipping.

**2. REFUND POLICY**

Our policy is valid for 30 days. If 30 days have passed since your purchase, we cannot offer to refund or exchange the item. The item can be returned if it is unused and in the same condition as when you received it. It must also be in the original packaging.

2.1 REFUNDS

As soon as we have received and reviewed your return item, we will send an email informing you that we have received the return item. We also inform you whether the return item is approved or rejected.

If approved, your refund will be processed and the money will be deposited into your debit card or refunded via the original payment method within a specified number of days.

2.2 DELAYED OR FAILED REFUNDS

If you have not yet received a refund, check your bank account again. Then contact your credit card provider. Refunds may take some time to appear. Then contact your bank. There is often processing time before a refund is deposited. If you have done all this and you still have not received the refund, you can contact us at webshop@systeminventar.dk.

2.3 SALE GOODS

Items at normal price are refundable. Unfortunately, our sales items cannot.

2.4 REPLACEMENTS

We only trade goods if they are defective or broken. If you would like to exchange the item for the same item, please email us at webshop@systeminventar.dk and send your item to: systeminventar.dk, Ringe, 5750, Bøjdenvejen 109, Denmark

**3. PRIVACY POLICY**

3.1 WHAT DO WE DO WITH YOUR INFORMATION?

When you purchase an item in our store, we collect - as part of the purchase and sale process - the personal information that you provide to us, such as name, address and email address.

When you visit our store, we also receive your computer's IP address automatically, so we can get information about your browser and your operating system.

3.2 MAIL MARKETING

With your permission, we may send emails about our store, new products and other updates.

3.3 CONSENT

When you provide us with your personal information to complete a transaction, confirm your credit card, place an order, arrange for a delivery or return a purchase, you also consent to us collecting the information and using it solely for that purpose.

We also ask for your personal information for a secondary reason, namely marketing. In doing so, we will either ask you directly for your consent or allow you to say no.

3.4 WITHDRAWAL OF CONSENT

If you subsequently change your mind, you may at any time withdraw your consent that we may contact you, continue to collect, use or publish your information, by contacting us at webshop@systeminventar.dk or writing to us at: systeminventar.dk, Ringe, 5750, Bøjdenvejen 109, Denmark

3.5 PUBLICATION

We may disclose your personal information if required by applicable law or if you violate our Terms of Agreement.

3.6 ONE.COM

Our store is hosted by One.com. They provide the online e-commerce platform that allows us to sell our products and services to you. Your data is stored through One.com's data storage, databases and the general One.com application. They store your data on a secure server behind a firewall.

3.7 PAYMENT

If you choose a direct payment gateway to complete your purchase, our third-party payment gateway may use your credit card information for that purpose. See 3