

TERMS AND CONDITIONS

COMPANY INFORMATION

Dansk Plakatkunst ApS

Penselstrøget 44

4000 Roskilde

Denmark

CVR no.: 34053898

kontakt@danskplakatkunst.dk

RATES AND CURRENCY

All prices on Danskplakatkunst.dk are current retail prices in Danish kroner including 25% VAT, but excluding fees and delivery costs abroad when payment is made using a credit card issued in Denmark.

Prices are always listed in Danish kroner when the webshop is displayed in Danish.

Transactions are always carried out in Danish kroner. The card issuer may impose fees for currency conversion. Dansk Plakatkunst ApS is not responsible for fees imposed by the card issuer.

Items delivered by mail to countries outside the EU are exempt from VAT. A customs duty may apply, but Dansk Plakatkunst ApS is not responsible for this.

We are not responsible for printing errors, update errors, price changes and out of stock or discontinued items.

PAYMENT

Private customers can only pay by credit card on Danskplakatkunst.dk as this offers the best protection for the consumer.

The following cards are accepted: Dankort, Visa, Visa Electron, MasterCard, Maestro, V PAY, JCB, UnionPay, American Express.

Public companies can pay via EAN number. The number must be entered in the shopping basket. When we ship your order, you will receive an electronic invoice.

When you pay by credit card, we do not debit the amount from your account until we ship your items. You will receive a payment receipt with your item.

Dansk Plakatkunst ApS does NOT charge fees from PBS for completed transactions. You will only be charged the amount visible upon payment and actual delivery costs, if the delivery address is outside Denmark.

ORDER CONFIRMATION

Once you have placed your order, you will receive an order confirmation. The order confirmation is sent to the email address provided when your order was submitted. The order confirmation contains an order number that should be used when you contact Dansk Plakatkunst ApS.

STOCK

All the products displayed on the website are generally in stock. Some products may be sold out; if this is the case, you will be informed immediately by email no later than five days after receipt of your order.

DELIVERY

Items ordered on Danskplakatkunst.dk are shipped with Post Nord.

The average delivery time is 1-3 business days for shipping in Denmark. You will be informed via email, if the delivery time is longer. You will receive an email from us when your order is shipped from our warehouse.

It is your responsibility to pick up the package at the post office within the time limit set by Post Nord, which is typically one week after you have received notice about the package from them. If the package is returned to Dansk Plakatkunst ApS due lack of pickup, you have the option of having it resent by paying the shipping costs. This can be done upon previous arrangement with Dansk Plakatkunst ApS.

International orders will also be dispatched within 1-3 business days, unless stated otherwise in an email. We cannot guarantee, however, what happens with local delivery and cannot promise a specific delivery time for international deliveries.

DELIVERY CHARGES, DENMARK

There is free delivery to any address in Denmark, i.e. no shipping costs will be charged.

DELIVERY CHARGES, GREENLAND, THE FAROE ISLANDS AND OTHER FOREIGN COUNTRIES

For delivery in Greenland and the Faroe Islands, Post Nord's current additional postage rates will be charged.

International delivery costs depend on the country and the total size and weight of the order.

Note: For delivery outside the EU, the national customs authority can levy customs duties and VAT on the shipment.

Dansk Plakatkunst ApS is not responsible for what the national customs authority levies in customs duties or VAT.

RETURNS

Under Danish law, you are entitled to return the product within 14 days of receipt. If you choose to return the item, the item(s) must be in the same condition as when received. The product must be returned intact in its original packaging because the original packaging is a significant aspect of the item's value.

A copy of your invoice must always accompany return items.

You can cancel a purchase by:

- 1) Refusing to accept the item, or by
- 2) Returning or giving the item back to Dansk Plakatkunst ApS within the 14-day return period.

Shipping costs for returning the items to Dansk Plakatkunst ApS are your responsibility.

If the returned items meet our requirements, you will receive a credit for the amount paid within 14 days after we receive the items. The amount will be credited to the card used for payment.

Note! Items sent COD will not be accepted.

Send the item to:

Dansk Plakatkunst

Att: Novictus

Kalkgravsvej 10

4000 Roskilde

Denmark

GUARANTEE

You have a 24-month guarantee. If you should be unfortunate enough to receive the wrong item in your order or damaged goods, you must make a claim within a reasonable time after the defect has been discovered. Making a claim within two months is considered timely.

Complaints can be sent by email to: kontakt@danskplakatkunst.dk

To exercise this guarantee, return the item with a clear description of the problem or come to our office address in person. We will of course pay reasonable shipping costs if you need to return an incorrect or damaged item. The item must always be sent in suitable packaging so that it does not suffer any damage during transport. We reserve the right to replace/substitute the item with an undamaged item instead of providing a refund.

This guarantee can only be applied if the complaint is justified and the defect is not due to improper use or injurious behaviour.

Please always remember to include a description of why the item is defective.

Send the item to:

Dansk Plakatkunst

Att: Novictus

Kalkgravsvej 10

4000 Roskilde

Denmark

THE SMALL PRINT

Agreements made with Dansk Plakatkunst ApS must be made in Danish or English. When you shop at Danskplakatkunst.dk, ordinary purchase and contract rules in Danish law apply, including consumer protection laws. As a result, you are protected as a consumer by current legislation in this area, which primarily means the Danish Sale of Goods Act and the Danish Consumer Protection Act.

If you live outside Denmark, then purchase and contract rules in Danish law apply when you shop at Danskplakatkunst.dk

Danskplakatkunst.dk cannot be held responsible for anything besides what is required under Danish law.

Any disputes between Danskplakatkunst.dk and a business owner will be settled by the district court in Copenhagen.

PRIVACY POLICY

Your name, address, telephone number etc. will be treated with the strictest confidence and used solely to process your order. Regulatory requirements for commercial enterprises mean that we are required to keep your personal data for five years. Danskplakatkunst.dk sends credit card information to PBS on a secure, encrypted SSL connection from DIBS, which has been safety approved by PBS. Dansk Plakatkunst ApS does not store the information.

Personal data are transmitted unencrypted to Danskplakatkunst.dk. Personal data is stored by Danskplakatkunst.dk in a database on a central server using the best possible security measures against unauthorised external access. We do not disclose your personal data to third parties. According to the Danish Act on Processing of Personal Data, you have the right to view and object to information relating to you.

By signing up for our email newsletter, you give us the right to send you product details and special offers. You can always unsubscribe by clicking on the unsubscribe link in the email.

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