



# Terms and Conditions

## TERMS AND CONDITIONS OF SALE

### 1. INTRODUCTION

The terms and conditions govern all contractual relationships regarding orders placed on Love Warriors, website, [www.lovewarriors.se](http://www.lovewarriors.se), hereinafter referred to as the Website, or with our customer service, when the customer is a consumer and not residing in a member state of the EU.

These terms and conditions apply only to consumers who are individuals not acting for the purposes of their business or profession.

Should the terms and conditions deviate from compulsory provisions applicable in another country, the terms and conditions are only valid in those parts not deviating from the compulsory provisions applicable. Love Warriors complies with any compulsory consumer legislation.

### 2. ORDERS

Orders shall be placed on the Website contact info is listed below.

It is essential that you examine our confirmation of your order to ensure that it is correct. In case of error or if you wish to modify your order please contact us immediately.

Due to Swedish legislation we are obliged to demand a written permission from a legal guardian when the customer is below 18 years of age.

### 3. PRICE

#### Value added tax

All prices listed on the website are including Swedish value added tax of 25 %. Value added tax should not be added to orders where delivery is made to a country not member of the EU. To place an order without value added tax please contact our customer service.

Charges for toll and taxes might be charged by the authorities in the receiving country depending on the legislation in that country. Such charges shall be paid by the customer. Love Warriors can unfortunately not inform the customer about these charges and the customer is responsible for the administration for payment and the payment of such charges

#### Freight charges

All prices are listed exclusive of freight charges. The freight charge is added to the price and shall be paid by the customer. The freight charge is announced when placing an order.

### **Payment**

We always offer secure payment methods and we worked with Payson AB which is our payment switch and approved by the Credit card companies.

We accept payment with the listed credit cards; VISA, Mastercard. We also accept payment with PayPal. To pay with a credit card please follow the instructions presented during the payment. .

### **Reservation**

No order is legally binding for Love Warriors until we have confirmed you order. This is due to reasons out of our control such as if the supplier no longer can supply the product or if we due to some other reason cannot deliver the product within reasonable time or at a reasonable cost.

We reserve the right to change the prices without notice due to circumstances we cannot foresee, such as considerably raised purchase prices or value added tax. We also reserve the right to cancel an order where the product is obviously incorrectly priced.

## **4. CUSTOM MADE PRODUCTS**

### **Deposit**

Some non-stock products must be ordered with our customer service. A deposit of at least 20 % of the purchase price must be paid and be by our hand before we order the product for you.

### **Payment**

Before delivery the purchase price must be paid in full.

### **Cancellation**

If you wish to cancel the order you are, according to §41 of the Swedish Consumer Sales Act obligated to cover our expenses and losses. This is not applicable if you can refer to the right of retraction according to paragraph 6.

### **Returns**

Purchase on approval or right of replacement is not applicable when purchasing a custom made product.

## **5. DELIVERY**

### **Delivery time**

The delivery time is usually 7 – 12 workdays when the product is delivered outside EU, depending on the shipment method chosen by the customer. Please contact [info@lwos.se](mailto:info@lwos.se) for more information.

### **Delivery of notice**

If you have provided us with your mobile phone number and your e-mail address when placing your order our supplier may in some cases send you a notice of delivery directly.

### **Delays in delivery**

We try our best to deliver your order on time. If delivery is delayed please contact us immediately and we will investigate the reason for the delay. Please contact us immediately in case of delay in the delivery and it is significant that you receive the product within certain time.

### **Transport damages**

We have chosen freight companies we consider stands for good quality when delivering. Despite that transport damages might occur. As a customer you are responsible for examination of the product at receipt to find out if the product or the wrapping/box has any visible damages. If the product or the wrapping/box has any visible damages please report this directly to the freight company at the time of receipt and thereafter to our customer service by e-mail [info@lwos.se](mailto:info@lwos.se).

## **6. RIGHT OF RETRACTION**

### **Time period and notice**

Our goal is that you shall be completely satisfied with the product or the products you purchase from us. If you order from the Website you have a right of retraction, regardless your reason, within 14 days from your receipt of the product. You must however notice our customer service, contact info is listed below.

We kindly ask you to observe that you cannot exercise your right of retraction simply by the refusal of delivery of the product or by not collection the parcel.

### **Exceptions**

The right of retraction is unfortunately not applicable on products custom made for you after your certain instructions or that due to your order is customized in a personal character, such as furniture made to measure or furnished with a color or fabric chosen by you. The right of retraction does not apply to business customers.

### **Terms for retraction**

If you use your right of retraction you must return to us the product unused (you may however examine the product), in its original and undamaged condition. Please kindly notice that our Fine Art Prints must be handled with care. Treat the print nicely with clean hands or with cotton gloves to protect it from grease or dirt. For the products which have protective film or seal, applies that this can not be broken with by the return. Please enclose the return document enclosed by delivery. The product should be returned in its original packaging. You must pay for the return freight cost yourself. You bear the risk for damage to or loss of the product during the return freight. We advise you to insure the product and make sure it is properly wrapped.

### **Refund**

We refund what you have paid for the product within 30 days from we have received the product and approved the return. The freight cost is not refunded.

## **7. DEFECTS**

Despite our and our suppliers high quality standards single products might be defect.

If a product is defect and you have complained within reasonable time we will either repair or replace the product without any costs for you.

To be able to prove that you have purchased the product from us you should save our confirmation of your order.

## **8. COMPLAINTS**

Complaints regarding defects in the product, damages or delays in delivery shall be made in writing within reasonable time, which is as soon as possible, to Love Warriors. You find our contact information in paragraph 15. Please enclose pictures on the damaged products and your order number.

If you do not complain within reasonable time you lose the right to demand sanctions according to

the Swedish Consumer Sales Act from Love Warriors.

## **9. RESERVATION**

Love Warriors reserves itself from any writing- or printing errors and cannot be held responsible for any damage following from such error.

## **10. NON COLLECTED PRODUCTS**

We cannot be held responsible for products not collected within reasonable time. If the product is not collected and instead returned to us is returned on your risk. We are neither responsible for the product after returned to us. Hence it is important that you collect your product even if you have changed your mind. We charge a fee, corresponding to our costs for freight, return freight and handling, in case of the parcel is not collected.

## **11. CUSTOMER SERVICE**

If you have any questions, something with your order is wrong or if you of any other reason want to contact us our customer service should be glad to assist you at:

E-mail: [info@lwos.se](mailto:info@lwos.se)

## **12. PERSONAL INFORMATION**

We must collect your personal information to fulfill the agreement. By personal information is considered any information that directly or indirectly can be connected to an individual alive. The information given at registration is registered and handled by Love Warriors. You have a right to request once a year an extract of what information is registered about you. If any information is incorrect, incomplete or deceptive we will naturally correct them if you inform us. You can also request for having the information about you deleted.

Love Warriors only uses the information to fulfill the agreement and does not sell the personal information to any third party.

By accepting these terms and conditions you also accept that Love Warriors collects and handles your personal information.

## **13. FORCE MAJEURE**

Love Warriors is relieved from fulfilling delivery if the right fulfillment is prohibited due to reasons out of its control and which Love Warriors reasonably should have been able to foresee when making this agreement and whose effects it could not have avoided or overcome, such as industrial conflict, fire, accidents, war, decisions from authorities or other circumstance that is out of the control of Love Warriors and that considerably inflicts on the right fulfillment of this agreement by Love Warriors.

## **14. DISPUTES**

We do our best to make all our customers satisfied. We always try to satisfy you if something is wrong with your purchase.

If we cannot settle we recommend you to file a complaint with The National Board for Consumer Complaints (Allmänna Reklamationsnämnden) for an independent examination. We always pursue with The National Board for Consumer Complaints recommendation.

## **15. COMPANY INFORMATION**

Love Warriors of Sweden AB  
Love Warriors of Sweden AB  
Efraim Dahlinsväg 6  
128 64 Sköndal  
Bankgiro 613-3383  
Bank: Handelsbanken  
Swift: HANDSESS  
Organisationsnummer: 556793-7346  
Reg.nr. för moms: SE556793734601  
Mail: info@lovewarriors.se