

# Terms & Conditions – Berner Shoppen

## Berner Shoppen

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## Buy at Berner Shoppen

As a rule, a purchase agreement with Berner Shoppen has not been concluded until you have received an order confirmation from Berner Shoppen.

Subject to price errors, etc. as a result of currency changes, war, terror, natural disasters, nuclear attacks, force majeure, delivery failures, tax changes, sold items and typographical errors.

Reservations are made for sold out items and deferred delivery time at Berner Shoppen wholesalers. Further reservations are made for any errors in product information and images that may result from automatic updating of the website.

Your products will, as a rule, be delivered with the necessary accessories to use the product.

All prices will as a rule include 25% VAT and stated in Danish kroner unless otherwise stated. For all goods it will be possible to display the price in Euro instead. The stated price at the time of booking will, as a rule, be valid, unless there is a printing or price error.

The Berner Shop stores, according to the law, information about you as a customer for 5 years, according to the Bookkeeping Act of June 15, 2006. Berner Shop can and will use this information to provide you with better service targeting your ongoing and completed orders.

## Handling of sensitive data

The Berner Shop collects only personally sensitive information needed to handle, produce and deliver your order as well as to quality assure your experience at [bernershoppen.com](http://bernershoppen.com). We can use 3rd party systems to collect anonymized statistics to improve the buying experience at [Bernalshoppen.com](http://Bernalshoppen.com) and the only ones who receive information such as name and address are our logistics partners and notification services.

If you have visited our site, you may also be able to encounter our ads across your devices if you're signed in with your Google Account or Facebook. This means that you can meet an advertising banner on your tablet or mobile phone if you have visited our website via your PC. You can read more about our handling of sensitive data in the Privacy Policy document, which you can download from our website.

## Warranty

As a consumer, you have 2 years' right of complaint in Denmark. This means that you can either get the item repaired, exchanged, the money back or refusal in the price, depending on the specific situation. This in any event means that the complaint is justified and with sufficient information. If there is an additional warranty, it will appear separately from the invoice.

Damage to the product due to malfunction, handling errors, modifications, or gross abuse by the user is not covered by the warranty. This includes the change of applied current to any relevant component.

# Terms & Conditions – Berner Shoppen

The Berner Shop cannot be held liable for damages and other indirect consequential damages which are sold by Berner The Shop may have created, unless it is directly in accordance with Danish law.

## Application and reporting of complaints

Complaints regarding defects must be notified to the Berner Shop within a reasonable period of time after receipt of the goods.

The item you are complaining about must be submitted in full and in the same packaging or equivalent to which you received the item, unless otherwise agreed with the Berner Shop. The product has at least attached a complete error description, invoice and contact information.

Items not covered by the right of complaint and / or received without proper packaging will be re-packaged and an amount will be charged for necessary and proper packaging. In the event that the goods under freight have been damaged due to unreasonable packaging, Berner Shoppen will, as a rule, only rectify the actual error if the error is not affected by any freight damage.

The Berner Shop holds all freight charges if the claim is justified. However, it is a condition that Berner Shoppen has been contacted before the package has been sent to Berner Shoppen.

## 14 days full return

According to the Sales Act, you as a customer always have 14 days full return. Please note that cancellation is not valid for business purchases.

Right of withdrawal does not apply to digital products. By trading these goods with us, you terminate your right of withdrawal according to the Sale of Goods Act.

You must, within 14 days of receipt, inform us that you wish to cancel your purchase. The notice must be sent to mail@Bernershoppen.com or by telephone. In your message, please let us know clearly that you wish to exercise your right of withdrawal. The right of cancellation expires from the day you received your item until the day it is shipped or returned.

We kindly ask that the product be returned within 14 days of notification that the purchase is cancelled.

## Proper return

There are the following conditions to be observed when returning the item:

1. In case of withdrawal, the item must be in the same condition and quantity as when you received it.
2. You are responsible for packing the item properly. If we find that the product has suffered a damage due to incorrect wrapping, you will carry out any impairment losses. If the error has occurred during shipping, it is a matter between you as a customer and the shipping company. We only refuse receipt of the package if it has visible signs indicating that the carrier has caused the damage.

## Error billing or shipping information failure

If the customer discloses incorrect information in connection with the purchase, Berner Shoppen will initially charge 200 Danish Kroner for re-invoicing.

## Payment

# Terms & Conditions – Berner Shoppen

The Berner Shop offers a variety of choices when it comes to payment. Here are the preferred payment options:

- Payment cards - including Visa / Dankort and MasterCard
- Account transfer
- PayPal

Note that Berner Shop only processes the order after payment in advance.

## Order cancellation

Cancellation of an order can be made until the item has been shipped from our warehouse or for goods in backorder, until the item has been delivered from our supplier. Items that are made specifically for a customer cannot be canceled as a rule.

## Are you in doubt?

In case of doubt, Berner Shoppen recommends that you contact Berner Shoppen either by telephone or by e-mail, so that we can solve any challenges in the best possible way.