

TERMS AND CONDITIONS

The following conditions apply to all purchases of goods in Ørskov Copenhagen A / S online shop (www.orskov.com). All information (including these terms and conditions) in the webshop and in connection with the placing of the order is in Danish and agreements are concluded in Danish.

Danish legislation determines the conditions for trades entered into in Ørskov Copenhagen A / S webshop, any disputes will be settled by the Danish courts.

These terms and conditions must be accepted by the customer in connection with placing an order and will always be available at www.orskov.com. We encourage our customers to read the terms of trade carefully.

The company behind www.orskov.com is:

Ørskov Copenhagen. A / S
Bybjergvej 5
3060Espergærde

CVR no .: 58803316

Ordering products

Final agreement between you and Ørskov & Co A / S is considered to have been concluded when Ørskov Copenhagen A / S has confirmed the order. If Ørskov Copenhagen A / S is unable to fulfill your order, you will be contacted as soon as possible via e-mail. You are responsible and bear the risk that the entered customer information is correct, as Ørskov & Co. A / S does not subsequently validate or verify this information.

We make reservations for sold-out items, printing errors and any. tax changes.

Prices and payment

The applicable price is the one stated on the day of order in our webshop next to the goods in question. All prices quoted are incl. VAT (currently 25%). We reserve the right to change prices with immediate effect.

Shipping costs are not included in the price.

For every order of goods at www.orskov.com, an amount will be added to cover shipping costs. The shipping costs will be shown in the order list, which the buyer approves before final order, as well as the order confirmation sent by mail. mail after acceptance of the purchase.

Ørskov Copenhagen A / S accepts payment with Dankort, VISA-Dankort, MasterCard and Eurocard.

The amount will only be deducted from your account when we send the order

Ørskov Copenhagen A / S encrypts all your card information with the so-called SSL (Secure Socket Layer) protocol. This means that unauthorized persons cannot read your card number or other information during the transaction with Nets. Also note the page where you submit your card information looks different from the rest of the shop – this is due to Nets claims that the page must be secure and the information encrypted.

Confirmation of purchase

Once you submit your payment information and accept the purchase, you will receive an order confirmation per email.

Delivery

Ørskov Copenhagen A / S has made an agreement with suitable distribution companies for delivery of the order to the stated delivery address. This is an advantage and will ensure a faster delivery if the specified delivery address can also receive parcels during the day.

We usually ship the order within 2-5 business days after your order has been confirmed.

As Ørskov Copenhagen A / S cannot guarantee local delivery conditions, we cannot say with certainty when the order will be delivered at the stated delivery address.

If a package is not picked up from the delivery point before it is sent back, you have to make a new order. We will cancel the order if the package is returned to us.

Cancellation

You have 14 days to notify us of the purchase under the Consumer Agreement Act and then 14 days to return the item.

If you make use of the right of cancellation, you as a customer bear the costs of returning the item to orskov.com. Once the item has been returned and approved, the purchase price (excluding shipping) will be transferred to your account / credit card as soon as possible and within 30 days of receipt. To ensure expeditious delivery as quickly as possible, please enclose the delivery note you received with the delivery or the confirmation you received when placing the order. If you do not want to be credited back to your credit card, you must state which bank account you want the amount deposited into.

You can also cancel the purchase by refusing to receive the item on delivery.

Regardless of how you make use of the right of withdrawal, it is you who covers the shipping costs to our address.

Warranty

You have a 24-month warranty on the goods you buy in orskov.com under the Purchasing Act. This means that depending on the individual situation, you can either get the item repaired, exchanged, money back or discounted. This, of course, presupposes that the complaint is justified and that the defect or damage did not occur as a result of improper use or other injurious behavior. It must be advertised in reasonable time after you discover the defect / damage. If you advertise within two months after the defect / damage is discovered, the complaint will always be timely.

You should always contact us at orskov@orskov.com if you have a complaint about items purchased in orskov.com. You must state what your complaint is about, as well as submit photo documentation and a copy of your invoice. Then we agree on the practicality of your complaint.

Return Policy

Returned goods, whether used by the right of withdrawal or the right of complaint, must be sent to the following address:

Ørskov Copenhagen. A / S
Bybjergvej 5
Att .: Online Shop
DK-3060 Espergærde

The delivery note that came with the item when you received it or the order confirmation you received when ordering must be enclosed upon return