

## TERMS & CONDITIONS

The following trade terms apply for all products which are ordered by private customers via our webshop: [www.tinekhome.com](http://www.tinekhome.com)

Tine K Home A/S  
M.P. Allerups Vej 45G  
DK-5220 Odense SØ  
Danmark

Registered Company: Odense, Denmark  
VAT no: 38748343

### COMMUNICATION

By visiting our website you accept that all communication with tinekhome is primarily by email.

### COMMUNICATION & RECEIPT

After finalizing an order with payment, you will receive an automated email from tinekhome which confirms that we have received your order. Please note that this email is not a final acceptance of your order. When the order is packed and shipped from our warehouse you will receive a final confirmation and receipt via email.

The receipt will only include the listed items. tinekhome is therefore not liable for delivering other items which have been part of the order but have sold out. A separate receipt or invoice on those remaining items will be sent to you. See section (Sold out items)

### EASY PAYMENT

We make every effort to ensure that the prices for products displayed in the webshop are correct. All prices are including Danish tax but do not include freight cost. The freight cost will be confirmed at checkout when the delivery address has been completed. There is no Danish tax on orders from private customers outside the EU.

tinekhome accepts the following payment cards:



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Tine K Home is an exclusive global universe, known for its natural and handmade products and unique finds expressive of culture, its history and traditional craftsmanship. A universe representing a mixture of bohemian living, elegant simplicity and botanical living, where you can find inspiration whether it is for hotels, restaurants, beach clubs or for private spaces.

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The chosen payment card has to be in the name of the buyer. All payment card holders are subject to validation control and approval from the card provider. If the transaction is not approved the order will be cancelled.

By using a foreign payment card, a fee will be added in relation to the total amount. The fee will depend on type of payment card which will be confirmed at checkout.



Payment via MobilePay is possible for Danish customers. You can choose this payment option in the last payment window.

When the goods will leave our warehouse for delivery, the payment will be drawn from the chosen payment.

## RETENTION OF TITLE

tinekhome retain title to the products until payment for the products and freight has been made.

## CHANGES

tinekhome reserve the right to change the prices and delivery terms without prior notification. These changes will not effect orders which we have already accepted by a receipt or invoice via email.

Price mistakes:

Tinehome reserve the right to correct mistakes in pricing, if they are obviously wrong. This entails prices being very high/low compared to similar products, and how the price level is at the current point in time. Changes may be made to orders already confirmed, as some mistakes cannot be noticed until order confirmation is created.

We always strive to keep prices 100% up to date, and we apologize for any inconveniences you may experience in relation to a price correction.

## SECURITY

It's important to us that you feel safe when shopping online at tinekhome. Our payment system works in cooperation with Nets. All payment data which is sent between the browser and tinekhome will be encrypted. In the top left corner of your browser, you can see if an internet site is encrypted and all encryption take place via a SSL-server (Secure Socket Server). It means that all information will be send via a third party secure connection and your bank information cannot be seen or read by any outsider.

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## SOLD OUT ITEMS & REMINDERS

The webshop - tinehome.com – features the entire tinehome collection. If a product is not in stock, it will appear as unavailable, in the product display in the webshop. In some cases it will be possible to sign up to receive a reminder, as soon as a product is back in stock and in that case tinehome will send you an email with information about when the product is back in stock.

If you have signed up to receive a reminder, and/or paid for a product which is subsequently out of stock or discontinued, the order for this product will be cancelled and payment will be returned to you.

## PRODUCT INFORMATION

The product information in our webshop has an exact description to match each product. Every effort is made to ensure that the product corresponds as closely as possible to the pictures displayed online. However, variations can occur. These could include, but are not limited to, slight differences in shades of fabric, color, texture or dimensions of products.

## HANDMADE PRODUCTS

The majority of the tinehome collection is handmade in Vietnam, India, Morocco and Portugal. Please note that due to the nature of handmade items, there might be slight imperfections and some products may have minor variations.

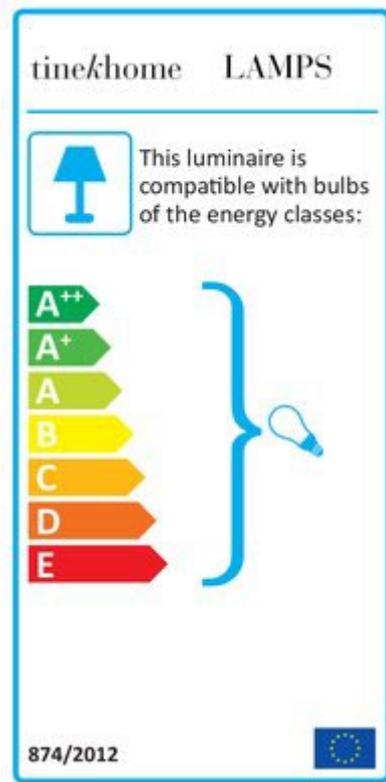
## TINEKHOME LAMPS

All lamps in the collection are compatible with 40W bulbs, energy class A++ to E.

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## THIRD PARTY RETAILERS

On our website we link to other websites or companies who sell our products. For that matter tinekhome can not guarantee that products bought via third party retailers have same service and trade terms as tinekhome.

## JURISDICTION & SPECIAL RULES

Any disputes between buyer and tinekhome under the interpretation of tinekhome's trade terms will be ruled by the Sø- og Handelsretten in Copenhagen in Denmark in relation to Danish law with Danish as the legal/valid language.

## INFORMATION ON OPTION FOR COMPLAINTS

A complaint over an item bought at tinekhome can be submitted to the Konkurrence- & Forbrugerstyrelsens Center for Klageløsning, Carl Jacobsens Vej 35, 2500 Valby, Denmark. You can also complain to the Center for Klageløsning via [www.forbrug.dk](http://www.forbrug.dk).

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The EU-Commissions online complaint portal can also be used to submit a complaint. It is relevant for you if you live in another EU country. Complaints can be submitted here. By submitting a complaint, you are entitled to provide them with our email address [info\(a\)tinekhome.dk](mailto:info(a)tinekhome.dk)

## DOWNLOAD OUR PHOTOS

Photos and logo can be downloaded by customers and the press. The usage of any of our photos have to be signed by with the following:

tinekhome.com / +45 45 66 01 02

## COPYRIGHT

Tine K Home A/S have the copyright on all content on [tinekhome.com](http://tinekhome.com).

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