

SHIPMENT & DELIVERY

We ship all orders within 24 hours, or the next working day for orders made on weekends and swedish public holidays.

You will receive an SMS or email once your shipment has been sent.
In this SMS/email you will find your tracking ID and link to carrier.

It is very important that you include the correct phone number and email address to the receiver of the order, for the carrier to be able to send updates on the delivery.

For questions about shipping options, please contact webshop@korbo.se
Local taxes and import duties might apply for deliveries outside EU.

Shipping cost

Free shipping within Europe, on all orders including a basket. Accessory orders have a €5 charge.

Shipping cost outside Europe and United States varies on product size; €25 to €98.

Unclaimed packages

If a package is unclaimed and returned to us, we will charge you for the cost of the return shipping, this will be deducted from your product refund, minimum return cost is €25, this applies to all countries.

Damaged package

If your product arrives with damaged packaging or is damaged itself please email us at webshop@korbo.se within 5 days of receipt, with a photo of the package and product together with your order confirmation for further assistance.

If an item is temporary out of stock, you will be notified in the order confirmation, and the option to wait for the new delivery date or to receive a full refund is given.

PAYMENTS & ORDER TERMS

Currency: We administrate payments in Euro.

Payment Types: We accept credit card and PayPal payments.

Order Confirmation



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You will receive an email that confirms successful payment. If you have any problems processing your payment online or are not certain if your payment was successful please send an email to webshop@korbo.se

Amending or Cancelling an Order

If you would like to amend your order, please send an email to webshop@korbo.se Please note that we are unable to cancel or amend an order once it has been shipped, in such cases you will have to return the product to us after receiving it for a refund. The order has to be picked up from service point and returned to us, if the order is not collected from the service point, we will charge you for the return shipment, a minimum of €25 will be deducted from your refund.

Local Duties and Taxes

All prices include VAT for orders within EU. Outside EU additional costs such as customs charges and/or local taxes may apply.

Discount code

Add the code and click Apply button at Checkout, the discount will automatically be calculated. Please be careful with uppercase or lowercase letters when entering the code.

Error

In the case of an error on the Korbo website we reserve the right to refund your order prior to the goods being dispatched. Every care has been taken to ensure that the descriptions and specifications of Korbo products are correct.

RETURNS

You have the right to return products, that have been purchased on korbo.se, within 14 days after receiving them, with a full refund. Before returning a product email us webshop@korbo.se to receive a return number & shipping labels and return cost. When you return a product to us, you will be required to pay for the return postage, unless we have made a mistake. When you have the return label, you drop the package of at your nearest service point. A full refund, minus return shipping costs will be made on the receipt of the return, normally 2-5 days, to the credit card or paypal account used for purchase.

The returned product shall be in an unused and undamaged state. Products damaged will not be compensated for. For countries outside EU, additional duties and/or taxes will not be refunded.



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We do not handle returns of products purchased anywhere else but Korbo webshop, please contact the store directly. For any other questions about returns, please email webshop@korbo.se

Warranty

All products purchased on Korbo.se are covered by the Sale of Goods Act two-year warranty, which means you can submit a claim about a product defect up to 2 years after the date of purchase. The warranty does not apply in cases of improper use, wear and tear or lack of maintenance. Please contact us immediately when you have a complaint for us to evaluate. Send an email to webshop@korbo.se with details of your claim, product, picture of product and purchase date.



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