

TERMS & CONDITIONS

The following Terms and Conditions of Sale concern the offer and sale of products on tomrossau.com, owned and maintained by Tom Rossau A/S, Frederiksberg Allé 5, 1621 København V, CVR nr. 39 54 38 50.

We recommend that you read the terms and conditions closely before shopping on tomrossau.com. Rights of cancellation applies for private consumers purchasing on tomrossau.com. Requests for information should be made to webstore@tomrossau.dk or +45 71 94 00 00

Purchasing

Tom Rossau's webshop is open 24 hours a day. We process orders Monday to Friday between 09:00-12:00 CET. Orders placed outside this period will be processed the following working day.

You chose the products you would like to order on the products' page and add them to your shopping bag. You may review your shopping bag at any time to check the prices and modify the content if needed. You are responsible for submitting valid customer information when placing your order.

You must be 18 years old, and have a valid credit card to shop on our website. If you are not yet 18 years old, you can have an adult make the order for you.

Directly after you have placed your order, you will receive an order receipt by e-mail. Please note that this order receipt is not a binding order confirmation, but merely a confirmation that your order inquiry has been received by us. The binding order confirmation between you and Tom Rossau is entered when Tom Rossau by e-mail sends a billing order confirmation shortly after.

Payment & delivery

In the webshop all prices are stated in either Danish kroner (DKK) incl. VAT (25%) or Euro (EUR) incl. VAT (25%) Delivery cost will be added to the total amount of the order.

We accept the following payment options:

- Visa
- MasterCard
- Maestro
- MobilePay

The amount is reserved on your chosen payment method when you place your order. We withdraw the amount when the products are shipped from our warehouse. If you order custom made-to-order products we withdraw the amount when production of the product is started. If your order contains several products and one or more of the products are in back order or are made-to-order products then we withdraw the amount for the products when they are shipped from our warehouse.

Product depiction

We have made every effort to accurately display the products specifically with regard to their colour, description and price. Please remember however that the colours that you see will depend on the device which you are using to access our website and we cannot guarantee that the product when received will be the exact same colour as you have seen it.

Delivery time

Our delivery time varies from 2-6 weeks, but can in some cases be more. On the product pages you can always find the current delivery time at the time of purchase.

When an order is completed it will be shipped with the selected carrier, and you will receive an email with the tracking information.

Delay

We aim to dispatch all goods within the lead times stated. Should delivery times be delayed due to production or delivery failures or other circumstances beyond our reasonable control, you will be contacted by Tom Rossau A/S.

Damages/Defects

From the moment a carrier attempts to deliver the goods, they are at the customer's full responsibility. Therefore, we advise you to inspect the parcel for any visible damage before accepting the delivery. If the goods have been damaged during transit, please contact us immediately by mail or phone. If possible, please send us a photo of the damaged item. Please have your receipt and/or delivery note at hand when getting in touch with us.

Should an item be received damaged without your objecting to the carrier, disputes may arise if the damage occurred during transport or due to your own act or neglect and in that case you may not be able to claim compensation/replacement.

Cancellation

According to the Danish Consumer Act (Forbrugeraftaleloven) you have a cancellation right of 14 days from the date of which you, or any of you specified third party, other than the carrier, get in possession of the goods.

To exercise your right of cancellation, Tom Rossau A/S, Frederiksberg Allé 5, 1621 København V, must be informed about your decision to withdraw from the contract in an unequivocal statement (eg. letter or e-mail).

The cancellation right is met if you send your notice of withdrawal before the cancellation right of the 14 days has expired.

If you have sent the goods in to cancellation or complaint, you will always receive an e-mail once we have received the product. The e-mail will contain information about the further process of your cancellation/complaint.

Complaints & Claims

If you have purchased a product and it is damaged – e.g. faulty material or a manufacturing fault – the Danish Sale of Goods Act apply. You can file a complaint within 24 months from the date you received the product by contacting us by e-mail at tomrossau.dk/claims or phone +45 71 74 00 00. Please describe the claim as detailed as possible.

If the claim is legitimate we will refund your reasonable delivery costs. Please remember that the product must be returned securely packed and that you receive a receipt for your return delivery. Keep the delivery receipt including information delivery costs and track and trace number if available.