
TERMS AND CONDITIONS

1. About Tångring925

- Tångring925 is run by Tångring925 AB (we or the company). The company is registered to VAT in Sweden. The address is Hallmansvägen 16C, 55448 Jönköping.
- If you wish to get in touch with us, please send an email to tangring925@outlook.com and we will get back to you shortly.

2. Order

- Once you have completed your order, an order confirmation will be sent to your email address. The confirmation will contain all information about products, prices, billing and delivery addresses.
- If there is an error in the order confirmation, please contact us immediately by email at tangring925@outlook.com.

3. Delivery

- Your order normally ships within 1-3 business days, if nothing else is stated. Please note that orders placed on weekends will be processed on the following Monday, at the earliest.
- In the event of delays in delivery (without us having notified you of a longer delivery time), please contact us at the email address tangring925@outlook.com.

4. Rates

- All prices in the store are quoted in SEK. Since Tångring925 is registered to VAT, Swedish VAT, 25 % will be charged for shipment within Sweden and within the EU. Swedish VAT is included in the prices displayed in the webshop. For sales outside the EU, the purchaser is liable for payment of any import duties, import VAT and any other fee applicable for the import.
- We reserve the right to make price changes caused by price changes from our supplier, misprint in the price list and inaccuracies in prices due to incorrect information. We reserve the right to adjust the price.
- For payments against invoice ("offline payment"); in the event of non-payment, SEK 50 will be charged for payment reminder. For payment by Klarna or PayPal, please see the terms of Klarna and PayPal.

5. Withdrawal

- When purchasing goods on the website, you as a customer have a statutory 14-day right of withdrawal that applies from the time you have received a product that you have ordered.

5.1 When using your right of withdrawal:

- Please let us know directly that you have changed your mind by sending us an email on tangring925@outlook.com.
- On our website, download our return form which you print, fill in and send to us along with your return shipment.
- You should return the products to us immediately and at the latest within the 14th day of the withdrawal notice.

- You bear the cost for return shipment and delivery and are responsible for the condition of the products upon return, the products should therefore be sent well packaged and in original packaging.
- On the refund amount, we reserve the right to deduct a sum corresponding to depreciation compared to the original value of the product, should the product have been used or damaged.

5.2 No withdrawal right

- A custom made product, which has been tailored specifically for you or has a clear personal touch according to your wishes, for example engraving, may not be returned.

6. Complaints

- We inspect all products before sending them to you. Should the product be damaged when it arrives to you, we will in accordance with current consumer protection legislation fix the error free of charge.
- You must always contact us for approval before returning a defective item.
- The complaint shall be sent immediately after the defect has been detected.

6.1 How do you proceed with a complaint?

- Please let us know directly that you have changed your mind by sending us a message on tangring925@outlook.com.
- On our website, download our return form which you print, fill in and send together with your return shipment. The return address can be found on the form.
- You can choose between refund or new product. If we fail to fix the error or cannot deliver a similar product, we will refund you for the defective product in accordance with applicable consumer protection legislation.
- We reserve the right to refuse a complaint if it turns out that the goods have been damaged in accordance with current consumer protection legislation. In complaints, we follow guidelines from the Swedish General Complaints Board, "Allmänna reklamationsnämnden" see arn.se.

7. Limitation of liability

- We take no responsibility for indirect damages that may occur due to the product.
- ***The jewelry can contain small parts. Do not let small children use or play with the jewelry due to choking hazard.***
- We accept no liability for delays/errors due to circumstances beyond the company's control (Force Majeure). These circumstances may include, for example, labour conflict, fire, war, government decisions, reduced or non-delivery from suppliers.
- Furthermore, no responsibility is taken for any changes in products/product characteristics that have been changed by each supplier and other factors outside our control.

8. Product

- We reserve the right to correct any printing errors on this website as well as the final sale of products. We do not guarantee that the images will reflect the exact appearance of the products as a particular colour difference may occur depending on the display, photo quality and resolution. We always try our best to expose the products as accurately as possible.

9. Information about Cookies

- According to electronic information law, visitors to a website for privacy purposes shall be informed that cookies are being used. The information in the cookie is possible to use to follow a user's browsing. Cookie is a small text file that the website you visit requests to be allowed to save on your computer to provide access to various features. It is possible to set up your browser so that it automatically denies cookies. More information can be found on the Swedish Post and Telecom Agency's, "Post- och telestyrelsens" website.

10. Personal data

- By trading at Tångring925, you accept our processing of your personal data. We care about your privacy and do not collect more information than necessary to process your order. We never sell or pass on your information to third parties without legal ground.
- Tångring925 is responsible for the processing of personal data that you provided to us as a customer. Your personal data is processed by us in order to manage your order and to adapt marketing to your individual needs.
- Below is a summary of how we store and process your data in accordance with the General Data Protection Regulation (GDPR).

- **10.1 What is a personal data?**

A personal data is any information directly or indirectly attributed to a natural person.

- **10.2 What data do we store?**

In order to manage your order and answer questions related to your order (customer service), we store your first name and last name, address, phone number, email address, IP address and purchase history.

- Your data is stored as long as we have legal ground to process your data, for example to complete the agreement between us or to comply with a legal obligation under, for example, the Accounting Act.

10.3 Legal basis

In connection with a purchase, your personal data is processed to complete the agreement with you. Marketing, promotions and similar mailings are made with the consent of you.

10.4 What data are shared and for what purpose?

- *10.4.1 Payment provider*

- When implementing purchases, information is shared with our payment provider. What is stored is first name, last name, address, email address, and phone number. If you choose to pay by invoice, social security numbers are also saved at the payment provider. The information is saved in order to carry out the purchase and to protect the parties against fraud. The payment providers (payment services) that we use are: Debit Card, Klarna, Paypal and payment against invoice ("offline payment").

- *10.4.2 Shipping*

In order to deliver your orders and complete our contract, we must share specific information with the shipping company. What is shared with the shipping company is first name, surname and address details for delivery. E-mail address and/or mobile number may also be shared with the shipping company for notification. The freight company we work with is Postnord.

- **10.5 The right to access**

You have the right to obtain extracts of all information about you that we have. Extracts are delivered electronically in a readable format.

- **10.6 Right to rectification**

You have the right to ask us to update incorrect information or supplement information that is flawed.

- **10.7 The right to be forgotten**

You may ask at any time that the information relating to you should be deleted. There are few exceptions to the right to deletion, such as if it is to be retained in order for us to fulfil a legal obligation (e.g. under the Accounting Act).

- **10.8 Data protection**

Tångring925 is responsible for storing and processing personal data in the online store and ensuring compliance with the rules.

11. Changes to the General Terms and Conditions

- We reserve the right to make changes to the terms and conditions at any time. Changes to the terms and conditions will be published online on the website. The amended terms and conditions are deemed for acceptance in connection with orders or visits to the website.

12. Dispute and conflict of laws

- In the event that the dispute cannot be resolved in agreement with the company's customer service and the customer, you as a customer can contact the Swedish General Complaints Board, "Allmänna reklamationsnämnden", see arn.se. For residents of an EU country other than Sweden, complaints can be made online through the European Commission's mediation platform, see <http://ec.europa.eu/consumers/odr>
- In the event of a dispute, we follow decisions from ARN or equivalent dispute resolution bodies.
- Dispute regarding the interpretation or application of these terms and conditions shall be interpreted in accordance with Swedish law.