

Sales terms & conditions

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Terms & Conditions in short

- By ordering any of our products, you agree to be bound by these terms & conditions.
- By placing an order at NORDENSTAM, you warrant that you are at least 18 years old or have parents' permission to buy from us.
- All personal information you provide us with or that we obtain will be handled by NORDENSTAM as responsible for the personal information.
- Events outside NORDENSTAM's control shall be considered force majeure.
- The price applicable is that set at the date on which you place your order.
- Shipping costs and payment fees are recognized before confirming the purchase.
- Card information is transmitted over secure SSL encryption and is not stored.
- Please note that local charges may occur.
- NORDENSTAM reserves the right to amend any information without prior notice.

Terms & Conditions

This page contains the terms & conditions. Please read these terms & conditions carefully before ordering any products from us. You should understand that by ordering any of our products, you agree to be bound by these terms & conditions.

By placing an order at NORDENSTAM, you warrant that you are at least 18 years old (or have parents' permission to buy from us) and accept these terms & conditions which shall apply to all orders placed or to be placed at NORDENSTAM for the sale and supply of any products. None of these terms & conditions affect your statutory rights. No other terms or changes to the terms & conditions shall be binding unless agreed in writing signed by us.

Personal Information

All personal information you provide us with or that we obtain will be handled by NORDENSTAM as responsible for the personal information. The personal information you provide will be used to ensure deliveries to you, the credit assessment, to provide offers and information on our catalog to you. The information you provide is only available to NORDENSTAM and one.com and will not be shared with other third parties. You have the right to inspect the information held about you. You always have the right to request NORDENSTAM to delete or correct the information held about you. By accepting the NORDENSTAM Conditions, you agree to the above.

Force Majeure

Events outside NORDENSTAM's control, which is not reasonably foreseeable, shall be considered force majeure, meaning that NORDENSTAM is released from NORDENSTAM's obligations to fulfill contractual agreements. Example of such events are government action or omission, new or amended legislation, conflict, embargo, fire or flood, sabotage, accident, war, natural disasters, strikes or lack of delivery from suppliers. The force majeure also includes government decisions that affect the market negatively and products, for example, restrictions, warnings, ban, etc.

Payment

All products remain NORDENSTAM's property until full payment is made. The price applicable is that set at the date on which you place your order. Shipping costs and payment fees are recognized before confirming the purchase. If you are under 18 years old you must have parents' permission to buy from NORDENSTAM.

All transfers conducted through NORDENSTAM are handled and transacted through third party dedicated gateways to guarantee your protection. Card information is not stored and all card information is handled over SSL encryption. Please read the terms & conditions for the payment gateway chosen for the transaction as they are responsible for the transactions made.

Local Taxes

Please note that local charges (sales tax, customs duty) may occur, depending on your region and local customs duties. These charges are at the customers own expense.

Additional Information

NORDENSTAM reserves the right to amend any information, including but not limited to prices, technical specifications, terms of purchase and product offerings without prior notice. At the event of when a product is sold out, NORDENSTAM has the right to cancel the order and refund any amount paid in the best way. NORDENSTAM shall also notify the customer of equivalent replacement products if available.

Our Return Policy in short

- Contact NORDENSTAM before returning any items.
- You can return the product within 14 days of delivery.
- The product must be in new condition.
- To avoid any Customs charges please clearly mark the package 'RETURNED GOODS'.
- Want to switch to another size of the same product? You can do that, just contact us.
- Want to switch to another product? You can do that, just contact us.
- If a package is unclaimed you might have to pay a handling fee.

Return Policy

Please contact NORDENSTAM before returning any items.

It is appropriate that the consumer controls the delivery to verify that this is accurate and error free. At the complaint, the customer contacts NORDENSTAM and gives information relevant and the reason for complaint.

Return Conditions

You can return the product within 14 days of delivery. The product must be in new condition. If the product is ruined or used the product shall not be refunded. Make sure to include contact information with the return and if possible, please provide us with a tracking number. NORDENSTAM suggests you get a receipt and a package ID for the return from the delivery service, as it makes it easier to follow the return shipment if needed.

NORDENSTAM will make a refund of eligible returns. If you paid by invoice, we will need a bank account number to transfer the money back to. The easiest way is to e-mail it to us along with a brief description of your case.

Returning A Package

If a returned item is shipped international, please clearly mark the package 'RETURNED GOODS', to avoid any Customs charges. NORDENSTAM is NOT responsible for any return Customs charges made. Any charges incurred are the responsibility of the customer.

Want to switch to another size of the same product?

E-mail us, provide your customer information, and tell us you will send back the product and the size you wish to receive in exchange.

Want to switch to another product?

Return the product you have received and send us an e-mail telling us which product you want instead.

Transport Damage

If the product is lost or you, upon receiving, notice that the item has been damaged during transport, you should immediately report this to us.

Unclaimed Packages

For packages that are not cashed at your post office within 14 days, NORDENSTAM reserves the right to charge you a handling fee to cover return shipping and freight companies' administrative costs.

All enquiries: hello@nordenstam.dk