



## Terms

### **Making an order**

When you make an order, you accept these terms, and we send you a personal invoice. On this invoice you will find more information, such as your expected delivery time and information about payment. You can choose to make a down payment of 10% or pay the full amount to start production of your Elvari. The down payment/payment confirms the order and is not refundable.

On the rare occasions when goods have sold out, prices have changed, delivery costs need to be modified or a mistake has been made in our pricing, we would make you aware of this, at this time. If any further payments were required we would contact you, to make sure this is acceptable. If you decide to cancel your order in this scenario, you will of course get your down payment back.

The prices on our site include VAT at the current rate.

### **Delivery information**

Shipping is free world wide. We do however reserve the right not to ship to certain destinations.

### **Return and refunds**

We only accept returns or refunds for defective items.

### **Cancelation policy**

We only accept cancelations before production of your Elvari have started.

### **Defective items**

If your product develops a fault within our warranty period of 24 months, we ask that you return the items to us by an insured method and at your cost. It is essential that goods are packaged correctly and fully protected, as we cannot be held liable for inadequate packaging resulting in goods being damaged in transit. If goods are not returned in their original packaging for repair, then 2 layers of packaging are required, including some kind of shock absorbent material surrounded by an outer box made of heavy duty cardboard.

### **To return an item by post**

To return an item, please contact us by email at [order@elvari.com](mailto:order@elvari.com) or by telephone +46 2312530. You will be provided with a Return Number, which must be included when sending back your order. Please also enclose a precise description of the fault that has developed. We suggest that returned items are always sent by a recorded delivery method for your own protection. This returns policy does not affect your statutory rights.

Our address for returns is:

Sten Styrelius, Sjöbjörnsvägen 74, 117 67 Stockholm, Sweden

# Privacy

## Privacy statement

Elvari KB are committed to safeguarding the privacy of our customers while providing the highest possible quality of service. We will only use the information that we collect about you lawfully, in accordance with the Data Protection Act 1998.

We do not store or plan to store any financial information about customers who purchase goods on our website.

If you have any requests concerning your personal information or any queries with regard to these practices please email us at [order@elvari.com](mailto:order@elvari.com)

## Information collected

We collect the information you supply to us through enquiry, registration and order forms. We also collect information automatically about your visit to our site. The information obtained in this way, which includes demographic data and browsing patterns, is only used in aggregate form, and as such cannot be used to identify you.

Any information collected, is only used by Elvari KB, and we never make it available to other companies.

## Use of personal information

We process personal information collected via Elvari KB for the purposes of offering the best possible service, processing orders made on our web site and providing information about products and services we offer.

If you do not wish to receive any further correspondence from us or have any questions about our privacy statement, please email us at [order@elvari.com](mailto:order@elvari.com)