

A close-up photograph of a young woman with long blonde hair and striking blue eyes. She is looking directly at the camera while eating a spoonful of dark chocolate from a glass jar. She is wearing a white sleeveless top with a shimmering silver sequined neckline. On her left hand, she wears a black leather bracelet with silver studs and two large, ornate rings. The background is a bright, out-of-focus indoor setting.

TERMS
AND
CONDITIONS

clan *of* dk

NEW NORDIC DESIGN

1. GENERAL INFORMATION

Sales and service:
Clan of DK APS
Hoffmeyersvej 21
2000 Frederiksberg

E-mail: contact@clanofdk.com
VAT number: 35819290

2. PRICES/PAYMENT

All prices are in Danish kroner (DKK) including VAT.

All purchases on www.clanofdk.com are paid by credit card. We accept Visa, Visa Electron, Mastercard, JCB and American Express. Payment will be deducted when the goods are dispatched from Clan of DK. The buyer pays any credit card fees for card payments. Data that you submit, in connection with purchases paid with a credit card, is encrypted (SSL) and is only readable by PBS.

3. SHIPPING COSTS

Shipping and handling for countries inside EU costs 19 EUR.

Shipping and handling for countries outside EU costs 23 EUR.

Shipping within Denmark is free of charge.

4 DELIVERY

At Clan of DK we strive towards making a fast delivery and send all orders within 1-3 working days.

All items ordered on www.clanofdk.com will be delivered by GLS Denmark.

If we are exposed to circumstances that constitute force majeure, circumstances in this country or abroad that are beyond the company's control, delivery time is extended until the issue have been resolved.

5. RETURN

You can return the goods if:

a) The product is defective (fabrication error):

Send an email to: contact@clanofdk.com with a description of the fault. Clan of DK will send you an envelope in which you must return the product. The freight is paid by Clan of DK

Send the product back to Clan of DK along with a description of the fault and provide a copy of the original invoice.

b) You regret your purchase:

You must email: contact@clanofdk.com within 14 days after you received your purchase, and confirm that you wish to cancel your purchase. You will hereby receive an envelope with prepaid delivery charges.

The item must be in original packaging and appear in the same condition as you received it.

Refund of the purchase amount is made as quickly as possible after we have received the product and verify that it meets the conditions for return - but no later than 30 days. Please include bank information (your account number and reg. No.) so that we can transfer the money directly into your account. NB! We do not accept packages sent COD (cash on delivery).

We will issue a full refund (excluding original delivery charge) on receipt, or exchange the item for a different size/colour if preferred.

The condition of the product when you return it: You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the

nature, characteristics and its functionality. In other words – you can test the product in the same way as you would in a physical store. If the product is tested beyond what is described above, we consider it as used. In order to receive the full purchase amount in return, you may only handle the product in a way you would at a physical store. You can test the product, but cannot take it into actual use.

Please note: When trying on items of jewelry, please ensure that you are not wearing perfume or cream which may leave a scent or marks on the item. We will be unable to accept the return of any item where there is evidence that these instructions have not been followed.

6. WARRANTY

You have 2 years warranty, which means you either can get your purchase repaired, replaced or credited, depending on the specific situation. The complaint has to be justified and the defect cannot be a result of misuse of the product or due injurious behavior.

If you wish to complain about a product purchased from www.clanofdk.com, please return it to:

Clan of DK
Hoffmeyersvej 21
2000 Frederiksberg
Denmark

In order to expedite processing, please include a description of the error or defect, as well as an explanation of what you want to happen to the product.

Complaints about defects in a product must be made within a reasonable time after you have discovered the defect or should have discovered the defect by a regular review of the product. NB! Remember to enclose a copy of the invoice when returning an item.

7. RESERVATIONS

Price changes and availability issues may occur.

8. ISSUES

If you have questions or comments, please feel free to contact us at contact@clanofdk.com

9. SOLD OUT PRODUCTS

If the product you are interested in is sold out, we will contact you with information about the soonest possible delivery date, or offer you an alternative product that is in stock.

10. SECURITY

You have, at any time, the right to know which information we have stored about you. Just send us a mail with your name and address and we will send you a mail with all the information we have stored. If you wish for these details to be deleted, please state this clearly in your mail.

11. TRANSMISSION OF DATA

We do not forward your information to any third party. The information that you specify is being kept confidential and will under no circumstances be transferred.

