

Terms and Conditions

Information about the firm.

Epoka A/S
Lansen 19
9230 Svenstrup J
CVR 26051037

1. Order Confirmation

A binding agreement ("the Order") is established upon confirmation of your order. Upon receipt of your order, an automated email will be sent confirming your order. We reserve the discretion to cancel your order without legal repercussions. In the event that we are unable to fulfill your order as confirmed, we will notify you and, if feasible, provide alternative products.

2. Trading with Businesses

Epoka A/S exclusively engages with companies with valid VAT numbers and does not conduct transactions with private individuals. Consequently, our prices are always stated as exclusive of VAT.

3. Payment Options

Epoka A/S provides the following payment methods:

Credit Cards:

We accept payments via Mastercard, Visa, MasterCard, & Maestro. Credit card payments are charged in full upon dispatch of goods from our warehouse.

To safeguard your credit card information, your data undergoes encryption via an SSL server, ensuring protection against unauthorized access by third parties.

Epoka A/S's payment mechanism operates on the SSL standard, guaranteeing encryption protection for information provided during payment transactions. SSL represents the industry standard for secure payments and has been selected accordingly.

4. Pricing

All displayed prices exclude VAT, service, payment, or delivery charges. Epoka A/S reserves the right to modify prices and cancel any orders. We attempt to ensure pricing, product specifications, inventory, and product condition accuracy. Prices are displayed in the following currencies:

EURO (EUR)

5. Product Specifications and Condition

Unless any thing else is informed, all products offered for sale are refurbished or pre-owned. Our refurbished hardware undergoes extensive testing and cleaning through our refurbishment process.

Any specifications we provide are indicative, and variations may arise. You are only obligated to accept such variances if they do not significantly diminish the product's value.

6. Tax (VAT) Exempt Purchases

We offer VAT-free transactions to the extent permissible by law for companies purchasing outside Denmark. A valid company VAT number must be supplied during checkout to qualify for VAT-exempt purchases. VAT-free prices do not encompass service, payment, or delivery charges. For queries regarding VAT-exempt purchases, please contact us.

7. Local Tax (Import Duties)

Please be aware that local fees (customs duty, sales tax) may be applicable, depending on your region and local import regulations.

All import-related charges are the responsibility of the purchasing company.

8. Delivery of goods

We strive to dispatch all purchased items within 24 hours.

For Danish orders, a shipping fee of 15 € (Standard shipping) is applicable.

For European orders, a shipping fee of 30 € (Standard shipping) is applicable.

For non-European orders, a shipping fee of 50 € (Standard shipping) is applicable.

Epoka A/S uses FedEx or DHL for most small parcel deliveries. Larger shipments may necessitate courier services.

While we strive to adhere to the delivery date specified in the order (if any), the delivery timeframe is indicative, and delays may occur. If the delivery is delayed more than 60 days, you will have the right to cancel the purchase. In case of delay, you have no other rights than cancellation of the purchase.

9. Export Controls and Sanctions

As the buyer, you are responsible for ensuring compliance with relevant export control regulations when re-exporting the products. Note that the products may be subject to U.S. export control regulations ("U.S. EAR"), which must be adhered to.

You are also responsible for adhering to applicable EU and UN sanctions. Therefore, you must ensure that the products are not transferred to entities covered directly or indirectly by EU and/or UN sanctions. U.S. sanctions may also apply and must be complied with.

Direct or indirect transfers of products to specified countries and geographic areas are prohibited:

North Korea, Iran, Crimea, Russia, Belarus, Syria, Yemen, Libya, Kazakhstan, Kyrgyzstan, Iraq, Georgia, Armenia, Afghanistan, Sevastopol, Donetsk, Luhansk, Zaporizhzhia and Kherson.

10. Breach and Remedies

You are required to inspect the product promptly upon delivery. Your remedies for breach, including defects and delays, expire if notice thereof is not received promptly after discovery. Our liability for breach, including defects and delays, expires by 12 months after product delivery or one month after the breach occurred.

In the event of a defect within the warranty period, please contact us for return instructions.

If a non-existing or non-reproducible defect is reported, a handling fee of 25% may be charged. Special-ordered products are not eligible for returns. All returned goods are at the buyer's expense and risk.

11. Warranty

All our products come with a one-year warranty (excluding tapes and batteries) from the purchase date, unless stated otherwise. The warranty covers defects in materials or workmanship occurring during normal product use.

The warranty does not cover damage caused by misuse, accident, unauthorized modification, or repair. Additionally, the warranty is limited to the product cost and excludes indirect or consequential damages.

To file a warranty claim, please contact our RMA team by filling out the form at <https://epoka.com/pages/RMA>

12. Limitation of Liability

We are not liable for indirect or consequential damages, including lost profits, revenues, data loss, or other economic losses.

Our liability for matters arising from an Order is limited to 100% of the payments received under the order, except in cases of gross negligence, willful misconduct, or fraud or unless it follows from the inalienable rules of Danish law.

13. Returns

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at webshop@epoka.com. If your return is accepted, we'll send you a return shipping label, and instructions on how and where to send your package. Items returned to us without first requesting a return will not be accepted.

You can always contact us for any return questions at webshop@epoka.com.

14. Governing Law and Disputes

Any order is governed by Danish law, except for rules leading to the application of other law and the CISG. Disputes must be settled by ordinary Danish courts at our venue.

15. CHANGES TO TERMS OF SERVICE

You can review the most current version of the Terms of Service at any time at this page.

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

16. CONTACT INFORMATION

Questions about the Terms of Service should be sent to us at webshop@epoka.com.