

Altered Delivery Terms & Conditions

2017.09.26

These terms and conditions of sale apply to consumers and to traders (hereinafter collectively referred to as "customer") that purchases products from Altered Stockholm AB, corporate identity number 556976-2619, Nybrogatan 8, 114 34 Stockholm (the "Seller"). Sales to traders are only made after separate agreement.

The Consumer Sales Act and the Law on Distance Contracts (sw: lagen om distansavtal och avtal utanför affärslokaler) (the "Distance Contracts Act") and other consumer protection laws apply to sales to consumers. Sales are not made to minors or customers less than 18 years.

Except as provided in these terms and conditions the Sale of Goods Act is applicable for sales to traders.

Price

Prices on Altered's website include VAT. Prices are quoted in Euro. Shipping costs and other charges may apply.

Payment

We accept Visa and Mastercard from all countries.
All amounts will be charged to your account immediately upon purchase.

Delivery

Deliveries to consumers are normally made through regular mail or UPS. The costs of delivery will be shown to you before you give final approval of your purchase. The risk for the products passes to the customer when they are delivered to the customer. If we have the ordered products in stock we will ship them within 24 hours. If the products are not in stock they will be shipped within six weeks.

Deliveries to traders are made subject to "Incoterms FCA Nässjö, Sweden". Altered arranges transportation on behalf of the customer and at customer's cost. The transportation costs will be provided before you give final approval of your purchase and are charged to you as part of the order. Transportation is made in accordance with the carrier's terms and conditions. The delivery time for products is approximately 6 weeks from order.

Products for shipment to countries outside of Sweden may be subject to taxes, VAT, customs duties and fees levied by the destination country ("Import Fees"). The recipient of the shipment is the importer in the destination country and is responsible for all Import Fees. With respect to each item for which Import Fees have been calculated, you authorize the carrier to act as your agent with the relevant customs and tax authorities in the destination country, to clear your merchandise, process and remit your actual Import Fees for such item. To obtain details regarding the actual import fees, or to obtain documentation or receipts in connection with customs clearance, you may contact the carrier specified in your shipment confirmation.

Return shipping (when the product is not collected by the Customer)

If the Customer does not collect the product, it will be returned to Altered.
The Customer will be charged a fee to cover Altered's reasonable transport and administration costs.

Right to Cancel

According to Distance Contracts Act you have a right, under certain circumstances, to cancel your purchase if you are a consumer. If you wish to cancel your purchase, please contact Altered's customer service at support@alteredcompany.com within

14 days from the date you received the product (the withdrawal period), to assert your right to cancel and create a return shipment. If the agreement covers several products the withdrawal period starts on the date you received the last product. You may use the Cancellation Form available under FAQ/Customer Support.

If you exercise your right to cancel you should, without delay, and no later than within 14 days from the date you informed Altered that you wish to cancel your purchase, at your own expense send the product back to Altered. You are thus responsible for return shipping (including risk). You should package the product well, and preferably in the same packaging that the product was sent to you in to minimize the risk of transport damage. When returning a product, the order number should always be stated.

If you exercise your right to cancel, the purchase amount will be refunded as soon as possible, but no later than within 14 days from when Altered received the product from you, or from when you can show that the product was sent back, whichever occurs first. Altered will use the same means of payment for the refund that you have used for the payment of the product. If you have used or tested the product to a greater extent than would have been necessary to determine its properties or function, Altered may require compensation from you for the product's depreciation.

The right to cancel does not apply to traders.

Warranty

Altered products are under warranty for two (2) years from the date of purchase. Altered will repair or replace the product if it is defective and you have given Altered notice of the defect without undue delay after defect was discovered or reasonably should have been discovered but in no event after the end of the warranty period. The warranty period is not extended if the product is repaired or replaced. This warranty does not affect any rights you have as a customer under mandatory legislation such as the Consumer Protection Act or the Distance Contracts Act. However, the warranty applies only to products purchased and used in Sweden..

The warranty applies only if the nozzle has been correctly installed and used. Installation of the products must be made in a workmanlike and professional manner. The warranty does not cover damage from freezing or damage and functional defects arising from impurities in the water. Nor does the warranty apply for defects caused by improper cleaning (scrubbing or use of abrasive/corrosive cleansers). Defects from normal product wear, faulty installation, incorrect use, or failure to follow installation and service instructions shall not be compensated. The warranty does not cover costs for third parties or for any costs other than for the delivered product. Damages caused by stress corrosion as a result of water conditions or the surrounding environment, or because of faulty installation, shall not be included in product liability.

The warranty does not cover the costs of third parties, nor damage to anything other than the Product. The warranty does not cover business losses.

To make a claim under the warranty you must contact Customer Service at support@alteredcompany.com. You need to enclose a receipt, invoice or other document showing when you purchased the product available. Defects are corrected through free repair or replacement with the same or similar product.

Returns are only accepted after approval by Altered. All returns are to include an RMA number. Transport costs for return orders are customer's responsibility.

Liability

Altered's liability arising from defects in products is limited to what is stated in these terms and conditions and as set out in the Consumer Sales Act and other consumer protection laws in relation to consumers and the Sale of Goods Act and other relevant legislation in relation to traders.

If you have returned the defective product and Altered has remedied the defect or undertook a new delivery, Altered will reimburse your reasonable shipping costs for returning the product as soon as possible, but no later than within 30 days from when Altered received the product. If the error is of significant importance and repair or replacement cannot be done, you have the right to cancel the purchase. If the purchase is terminated, the purchase price will be refunded as soon as possible, but no later than within 30 days from when Altered received the product.

For products shipped internationally, please note that Altered's warranty may not be valid. Product manuals, instructions and safety warnings may not be in destination country languages; the products (and accompanying materials) may not be designed in accordance with destination country standards, specifications, and labeling requirements; and the products may not conform to destination country voltage and other electrical standards (requiring use of an adapter or converter if appropriate). You are responsible for assuring that the product can be lawfully imported to the destination country. When ordering from Altered the recipient is the importer of record and must comply with all laws and regulations of the destination country. International customers should be aware that cross-border shipments are subject to opening and inspection by customs and/or postal authorities. Also, we may provide certain order, shipment, and product information, such as titles, to our international carriers, and such information may be communicated by the carriers to customs and/or postal authorities in order to facilitate customs clearance and comply with local laws.

If the order is a gift, the package is marked "Gift," but the cost of the item is still stated on the customs form. Customs authorities require the value of the gift item to be stated directly on the package.

Privacy

Altered complies with the Swedish Data Protection Act. Altered is the data controller of the personal information the customer provides to Altered in connection with an order. Altered uses data normally only to be able to meet its obligations to customers, answer customer questions or provide the customer access to specific information or offers. Altered can also process the personal data for any additional purpose that is directly related to the original purpose for which the data is collected, if necessary to prepare, negotiate and conclude an agreement with the customer, if required by law or by the competent authority, if it is necessary to establish or maintain a legal action or defence, or if necessary to prevent fraud or other criminal activities.

The customer has the right to, free of charge, once a year in writing to request information about the processing of the customer personal data that occurs. The customer can at any time request in writing that the customer's registration is deleted or the correction of, recorded data, provided that the deletion will not affect the performance of the contractual agreement. The customer also has the option to notify in writing that the customer opposes certain processing of personal data, for example, for the purposes of direct marketing. Personal data is kept until it is no longer needed. However no longer than allowed under the Swedish Data Protection Act.

Requests for information on, deletion and correction of personal data shall be submitted in writing to Altered on support@alteredcompany.com.

Cookies, etc.

This site uses cookies. A cookie is a small text file stored on your computer and contains information that makes it possible to track your surfing. For more information on how Altered uses cookies here.

Determination of disputes

In case of dispute with Altered you have the right to bring proceedings outside court by the National Board for Consumer Disputes, ARN. ARN examines disputes between consumers and businesses. It is impartial and does not give advice to either party. ARN does not normally try disputes regarding amounts of less than SEK 1,000. Note that you must submit your application to ARN within six months from the date when Altered said no to your requirements. For more information see www.arn.se.

Your privacy is important to us, and we know that you care about how information about your order is used and shared. We would like our international customers to be aware that cross-border shipments are subject to opening and inspection by customs and/or postal authorities. Also, we may provide certain order, shipment, and product information, such as titles, to our international carriers, and such information may be communicated by the carriers to customs and/or postal authorities in order to facilitate customs clearance and comply with local laws.



MADE IN SWEDEN

ALTERED:TM

ALTERED STOCKHOLM AB

support@alteredcompany.com

www.alteredcompany.com

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