ZINZINO OPERATIONS AB SALES TERMS AND CONDITIONS ZINZINO 2022-06

PRICES AND PAYMENT
All the mentioned prices are including VAT. At checkout (online) and on the order form, the total price is including all fees, VAT and shipping. Zinzino offers credit card payment (0 euros) or email invoice (1 euro). For more information, see zinzino.com under "Customer Service".

RIGHT TO WITHDRAWAL
Zinzino offers the right to withdraw from this order within 30 days without giving any reason. To exercise the right of withdrawal, you must inform us (Zinzino) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). It must clearly appear that you are changing your mind. You will find contact information at the end of these terms and conditions.
NOTE! If you are a subscription customer, there may be other rules which apply to the right to withdraw. For more information about the terms and conditions, please refer to your terms and conditions.

When you want to invoke your right to rescind:
You are responsible for keeping the product in remarkable condition. You may not use it, but you may, of course, carefully examine it. If the goods are damaged, Zinzino has the right to demand compensation for the reduction in the value of the goods. If the goods disappear because of your negligence, you will lose your right to withdraw.

GUARANTIES AND COMPLAINTS
The warranty is governed by the respective country's consumer and purchase laws. Private customers are consumers. Partners and business customers are counted as business owners. For more information contact our Customer Service.

PRIVACY POLICY
When you place an order with Zinzino you provide your personal data. By means of your customer registration and your order, you agree that we will store and use your data in order to perform the agreement with you. If you don't agree with us handling your personal information, or have other questions, please contact our Customer Service.

DELIVERIES
You will receive your delivery within two weeks after valid payment.

UNCLAIMED PACKAGES
Unclaimed deliveries will be returned to us. If you wish to have your package delivered again, we will charge you the costs to send the package again. If you want the package sent as a separate delivery we will charge € 30 as a shipping and handling fee. If you wish to have your package sent with your next delivery, the corresponding cost is € 15.

RETURNS CUSTOMER (also independent Partners startup order.)
Returns are made at your own cost in the event of regretted purchases. If the goods are damaged or if we did not pack the right goods, Zinzino is obviously responsible for shipping charges.
Returns should be sent as letters or packages, not C.O.D. or postage due. Upon request, Zinzino will send a return label so as to facilitate the return.
When you wish to make use of your right to regret, you must return the goods. Note that the products must be received by us in its entirety not later than 30 days after you have received your products. Enclose a filled out return form. It is important that you contact Customer Service prior to returning your goods.

RETURNS INDEPENDENT PARTNER (at startup order; see returns Customer)
Returns are made at your own cost in the event of regretted purchases. If the goods are damaged or if we did not pack the right goods, Zinzino is obviously responsible for shipping charges. Returns should be sent as letters or packages, not C.O.D. or postage due. Upon request, Zinzino will send a return documents so as to facilitate the return. Any other administrative costs may be charged to the I.P. in the event of a return.
When you wish to make use of your right to regret, you must return the goods. Note that the products must be received by us in its entirety not later than 30 days after you have received your products. It is important that you contact Partner Service prior to returning your goods.

TOTAL SATISFACTION
We are confident that you will be completely satisfied with your purchase. In the unlikely event that you are not satisfied, please contact your reseller. If you are still not satisfied, please contact Customer Service at: support.mt@zinzino.com or telephone + 46 (0) 31- 771 71 51. In conformity with our objective of customer satisfaction, we will deal with all customer enquiries within 48 hours and will try to resolve the problem as soon as possible.

CONTACT INFORMATION
If you want to get in touch with us or get more information about Zinzino, please contact us by telephone, mail or e-mail.

Telephone numbers and office hours
Customer Service & Partner support: +46 31 771 71 51 (telephone hours 9-17 weekdays, Swedish time)

E-mail
Customer Service & Partner support: support.mt@zinzino.com

Postal address
Zinzino Operations AB
Hulda Mellgrens Gata 5
421 32 Västra Frölunda
Sweden

Return address
Radial Poland Sp.z.o.o c/o Zinzino
Moszana Parcela 29 Building C3
05-840 Brwinów
Poland