

# ZINZINO OPERATIONS AB SALES TERMS AND CONDITIONS ZINZINO 2022-02

## PRICES AND PAYMENT

Zinzino offers credit card payment or email invoice. After we received the orderform, we will create an email invoice (**service fee 1 US\$**) via email address [customer.global@zinzino.com](mailto:customer.global@zinzino.com) or we can help you with your creditcard payment just contact by phone, Customer Service & Partner support: +46 31 771 71 51 (telephone hours 9-17 weekdays CET Central European Time). The total price is including shipping fee (VAT, Customs duty and other charges not included).

## 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.

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.

## 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. Shipping fee US\$ 20 for all markets on all orders.

## 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 US\$ as a shipping and handling fee.

## 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 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.

## 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: [customer.global@zinzino.com](mailto:customer.global@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 number and office hours

Customer Service & Partner support: +46 31 771 71 51 (telephone hours 9-17 weekdays CET Central European Time).

### E-mail

Customer Service & Partner support: [customer.global@zinzino.com](mailto:customer.global@zinzino.com)

### Postal address

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