

TERMS AND CONDITIONS

1. General

The following terms and conditions shall apply to all orders placed by you with Allessa AB, 556662-0356 ("Spira of Sweden"), at spiraofsweden.se.

Orders can only be placed by a customer who is 18 years of age or older.

That products are available at spiraofsweden.se at a certain time does not mean that such products always are available. Spira of Sweden reserves the right to discontinue the sales of any item at any time.

Spira of Sweden reserves the right to modify these terms and conditions at any time without prior notice. The version of terms and conditions applicable to your order is the version that is available at spiraofsweden.se at the time of placement of your order.

2. Prices and fees

The prices indicated at spiraofsweden.se are excluding VAT, shipping costs and customs duties.

The shipping cost is stated at checkout.

3. Delivery

When you have placed your order, Spira of Sweden will send you an email message with an order confirmation.

4. Payment methods

The methods of payment are: Card purchase or PayPal.

5. Rights of withdrawal

You have the right to withdraw from a purchase within 14 days from the date that you received the last product in your purchase.

If you wish to withdraw from a purchase, contact Spira of Sweden's customer service at order@spiraofsweden.se to receive a withdrawal form and a return note.

Upon exercising the right of withdrawal, Spira of Sweden will repay all payments from you, including the costs for our standard delivery alternative, without unreasonable delay and under all circumstances at the latest 14 days after you have informed us about your decision to exercise the right of withdrawal. Spira of Sweden will use the same payment method as you used for your order at no extra charge to you. Spira of Sweden has the right to wait with the repayment until Spira of Sweden

has received the products or proof that you have returned the products (the alternative that occurs first).

You must return the products without unreasonable delay and under all circumstances within 14 days after you informed Spira of Sweden about your decision to exercise the right of withdrawal. You are responsible for all costs regarding return shipping.

If you have used your product in a way that implies a decrease in value, Spira of Sweden has the right to deduct an amount from the repayment equivalent to the decrease in value.

6. Complaint

If you want to make a complaint about a product, the defect shall be reported to Spira of Sweden's customer support at order@spiraofsweden.se within a reasonable time after you have received the product.

7. European Online Dispute Resolution (ODR) Platform

You may lodge a complaint via the ODR platform, ec.europa.eu/consumer.odr regarding a dispute that you have not been able to solve directly with Spira of Sweden.

8. Intellectual property

All content protected by intellectual property, such as trademarks, texts and images, on spiraofsweden.se are owned by Spira of Sweden or its licensors. Any use of such content, other than for personal use, requires an approval by Spira of Sweden.

Access to the image bank requires login. The images in the image bank are protected by copyright and may only be used by distributors for their marketing of ordered products. The images may not be adapted, cropped or changed in any other way.