

# Conditions & Terms

## 1. About AGKlint Knife & Forge

AGKlint Knife & Forge (AGKlint Kniv & Smide) is a company registered in Örebro, Sweden. The company address is Eker 647, 70592 Örebro, Sweden.

If you wish to get in touch with AGKlint Knife & Forge, send an email to [info@agklint.se](mailto:info@agklint.se) with your message and your contact information, and you will receive a response shortly.

To shop at AGKlint Knife & Forge, you must be over 18 years old.

AGKlint Knife & Forge reserves the right to refuse customer purchases.

## 2. Order and payment

You complete your purchase by adding products to the shopping cart and going through the check-out. The price is summed up after you have chosen a delivery option and any shipping costs have been added.

When you have completed your order, an automatically generated order confirmation will be sent to your e-mail address. This order confirmation also serves as an invoice. In the confirmation you will find all the information about the product, price, as well as billing and delivery address. If there are any errors in the order confirmation, contact AGKlint Knife & Forge immediately via e-mail to [info@agklint.se](mailto:info@agklint.se). Remember to save the order confirmation in case you need to cancel or return your purchase.

Payment is made in advance. The order confirmation contains payment instructions. Payment is made by bank transfer or with Swish. Enter the order number that appears on the order confirmation as a message when paying. Without an order number, it will be more difficult to identify your order, which can lead to delayed delivery. Keep in mind that it may take a couple of days before the money is received if a bank transfer is used. When the payment has been registered, your order will be sent. If no payment is received within 10 days of the order confirmation being sent, your purchase will be cancelled, and you will have to replace your order.

If you have any questions or special requests regarding your order, you can leave a message during check-out.

## 3. Shipping & Delivery

The normal delivery time is 1-2 weeks. At the check-out, you can state a separate delivery address if you want the goods to be sent to an address that is different from the invoice address.

If a delay in delivery occurs (without you being notified of a longer delivery time), you should contact [info@agklint.se](mailto:info@agklint.se). The shipping company is responsible for the condition of the goods during shipment and transport within the set time.

## 4. Prices

All prices in the store are stated in SEK and include 25% VAT unless otherwise stated. VAT will be subtracted from the price at the checkout if a purchase is made from outside the EU.

AGKlint Knife & Forge reserves the right to adjust the price on the website without notice and reserves the right to change prices due to changing supplier costs, incorrect information in the price

list, and incorrect stock status on the website. Should there be errors or changed conditions concerning your order, AGKlint Knife & Forge will contact you as soon as possible.

## 5. Return Policy

You have 14 days to withdraw your purchase. The withdrawal period takes effect on the day after you have received the item.

### 5.1 When exercising your right of withdrawal:

- You must notify AGKlint Knife & Forge that you want to withdraw your purchase within 14 days. The message must be sent to info@agklint.se. In your message, your name, address, e-mail address, order number, and which item the return concerns must be clearly stated.
- You should return the item to AGKlint Knife & Forge immediately and at the latest within the statutory 14 days after the notice of withdrawal.
- You are responsible for return shipping, delivery and the condition of the returned item. The items should therefore be sent well-packaged and in the original packaging.
- Please note that the item must be returned in unused condition. Items that are sent back and that are not in unused condition (i.e., saleable condition) will not be refunded.

### 5.2 The right of withdrawal does not apply to:

- Custom-made items that have been tailor-made especially for you or have a clear personal touch according to your requests.
- Services that have been completed and to which you have expressly agreed to being started without the right of withdrawal.
- Items that cannot be returned in unused and undamaged condition.

PLEASE NOTE! Do not return any item without first contacting AGKlint Knife & Forge!

## 6. Complaints

All products are inspected before they are sent to you. Should the product still be damaged or defective when you receive it, it is your right by law to file a complaint. The product defect should be original (e.g. a manufacturing defect) and you need to file a complaint within reasonable period of time after the discovery of the defect (two months). If the complaint is approved, AGKlint Knife & Forge will in the first instance try to rectify the defect in the item. If this is not possible, the item will be replaced with a new product, the original price will be reduced, or the purchase will be cancelled, and your money returned to you.

### 6.1 How do you proceed with a complaint?

Any damages or defects must always be reported as soon as possible to info@agklint.se. You should state your name, address, e-mail address, order number, a description of the defect, and at least one picture that clearly shows the defect. If the complaint is approved, you will receive further instructions on how to proceed to return the item. AGKlint Knife & Forge is responsible for return shipping in the event of an approved complaint.

In the event that AGKlint Knife & Forge fails to rectify the defect or deliver a similar product, you will be reimbursed for the defective product.

AGKlint Knife & Forge reserves the right to reject a complaint if it turns out that the product is not damaged or defective.

PLEASE NOTE! Do not return any item without first contacting AGKlint Knife & Forge!

## 7. Limitation of liability

AGKlint Knife & Forge takes no responsibility for indirect damages that may occur due to the product. AGKlint Knife & Forge also takes no responsibility for any injury or damages resulting from any kind of use or misuse of any sold items. The legalities of owning and carrying a knife vary by location, and it is the responsibility of the buyer to ensure that the ownership and carrying of a particular knife is legal in their location.

AGKlint Knife & Forge accepts no responsibility for delays/errors due to circumstances beyond the company's control (Force Majeure). These circumstances can be labour dispute, fire, war, government decision, reduced or no delivery from supplier.

Furthermore, no responsibility is taken for any changes to products/product properties that have been changed by the respective supplier and other factors beyond the company's control.

## 8. Product information

AGKlint Knife & Forge enters for possible printing errors and incorrect pricing on the web shop and reserves the right to reject orders on these grounds.

AGKlint Knife & Forge always tries to present the products as accurately as possible but does not guarantee that the images on the website reproduce the exact appearance of the products. The colours displayed on the screen can for example depend on your settings. Measurements such as weight and length may vary slightly.

## 9. Personal data

By shopping at AGKlint Knife & Forge, you accept our data protection policy and the processing of your personal data. AGKlint Knife & Forge protects your personal privacy and does not collect more information than necessary to process your order. AGKlint Knife & Forge never sells or passes on your information to third parties without a legal basis. AGKlint Knife & Forge is responsible for the processing of the personal data that you have provided to us as a customer. Your personal data is processed in order to be able to take care of your order and in those times when you have requested newsletters or promotional offers.

Below information is a summary of how AGKlint Knife & Forge stores and processes your data in accordance with the Data Protection Regulation (GDPR).

### 9.1 What is personal data?

Personal data are any information which are related to an identified or identifiable natural person.

### 9.2 What data is stored?

To be able to take care of your order and answer questions related to your order, your first and last name, address, telephone number, e-mail address, IP address, and purchase history are stored.

Your information is stored as long as AGKlint Knife & Forge has a legal basis to process your information, for example to fulfill the agreement between customer and company or to comply with a legal obligation under, for example, the Swedish Bookkeeping Act.

### 9.3 Legal basis

In connection with a purchase, your personal data is processed in order to complete the agreement with you.

Special offers, campaigns, and newsletters are sent to you with your consent.

### 9.4 What information is shared and for what purpose?

In order to deliver your orders, AGKlint Knife & Forge must share specific information with the shipping company. The information shared with the shipping company is the customer's first name, last name, and address information for delivery. E-mail address and/or mobile number may also be shared with the shipping company for customer notification. The shipping companies AGKlint Knife & Forge cooperates with are DHL and Postnord.

#### 9.5 The right of access

You have the right to access all information about you stored at AGKlint Knife & Forge.

#### 9.6 Right to rectification

You have the right to ask AGKlint Knife & Forge to rectify incorrect information or supplement information that is incomplete.

#### 9.7 The right to be forgotten

You can request that the information concerning you be deleted at any time. There are few exceptions to the right to erasure, for example if the information is to be retained because AGKlint Knife & Forge must fulfill a legal obligation (for example according to the Swedish Bookkeeping Act).

#### 9.8 Responsible for data protection

AGKlint Knife & Forge is responsible for the storage and processing of personal data in the online store and ensures that the rules are followed.

#### 9.9 How your personal data is protected

The online store is hosted by One.com. They provide access to the e-commerce platform that allows AGKlint Knife & Forge to sell products to you. Your data is stored at One.com, in databases, and in the One.com application. They store your data on a secure server behind a firewall.

To protect your personal information, AGKlint Knife & Forge takes reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. If you provide AGKlint Knife & Forge with your credit card information, the information is encrypted using secure socket layer technology (SSL) and stored with an AES-256 encryption.

### 10. Changes to these Terms of Service

AGKlint Knife & Forge reserves the right to modify these terms of service at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website.

### 11. Dispute

In the event that a dispute that cannot be resolved, AGKlint Knife & Forge intends to participate in Alternative Dispute Resolution (ADR) in accordance with the EU rules. Alternative dispute resolution (ADR) means settling a complaint out of court with the assistance of an impartial dispute resolution body. Resolving consumer disputes this way is easier, faster and less expensive than going to court.

If you wish to have your case examined as an Alternative Dispute Resolution case, contact your local dispute resolution board. For consumer disputes within Sweden, contact the National Board for Consumer Disputes (ARN).

In the event of a dispute, AGKlint Knife & Forge will follow the decision taken by the National Board for Consumer Disputes or equivalent dispute resolution body. The Swedish Consumer Law and the

EU Consumer Law Directive safeguard your interests as a customer and naturally apply when you shop from AGKlint Knife & Forge.