



Terms of purchase

1. About DABCE

The company has its registered office in Uppsala. The company's postal address is: Virdings allé 22 754 50 Uppsala.

If you wish to get in touch with us, send an email to contact@dabce.se with your case and your contact information and we will get back to you shortly.

2. Order

Once you have completed your order, an order confirmation will be sent to your email address. In the confirmation you will find all the details of products, price, billing and delivery address. If there are any errors in the order confirmation, please contact us immediately by e-mail to contact@dabce.se.

3. Delivery

Our normal delivery times are 2-14 days. Depending on the nature of the goods. PLEASE NOTE. Orders placed on weekends will be shipped on the following Monday at the earliest. If delays in delivery should occur (without us having notified you of a longer delivery time), please contact us at e-mail address: contact@dabce.se.

4. Prices

All prices in the store are stated in SEK and all prices include 25% VAT. We reserve the right to make price changes due to price changes from suppliers, misprints in the price list and inaccuracies in prices due to incorrect information and reserve the right to adjust the price.

5. Right of withdrawal

When purchasing goods on the website, you as a customer have a 14-day right of withdrawal that applies from the time you have received a product that you have ordered.

5.1 When exercising your right of withdrawal:

You must notify us of your withdrawal. The notification should be sent to us at contact@dabce.se. Your message must clearly state your name, address, e-mail address, order number and the goods to be returned. You should return the products to us immediately and at the latest within 14 days of the withdrawal notice. You are responsible for the return shipping, delivery and condition of the products upon return, the products should therefore be sent well packaged and in their original packaging. We reserve the right to deduct from the refund amount a sum corresponding to the reduction in value compared to the original value of the goods in the event of a used or damaged product.

5.2 The right of withdrawal does not apply to:

Products that have been sealed (sealed) for health or hygiene reasons and where the seal has been broken by you. Products that have the nature of a sealed audio or visual recording and where the seal has been broken by you. custom-made product, which has been specially tailored for you or has a clear personal touch according to your wishes services that have been completed and where you have explicitly agreed to the service being started without a right of withdrawal. Goods bought by the meter and Chemicals where the seal was broken by you.

Information on the statutory right of withdrawal.

Provided by the Swedish Consumer Agency by order of the Government. The content is based on Annex 1 of Directive 2011/83/EU.

6. Complaints and claims

We inspect all products before they are sent to you. However, if the product is damaged or incorrectly dispatched when it arrives, we undertake to rectify the fault free of charge in accordance with applicable consumer protection legislation. You must always contact us for an authorization before returning a defective product. The complaint should be sent immediately after the defect has been discovered.

6.1 How to make a complaint.

Any faults and defects must always be reported to contact@dabce.se, stating your name, address, e-mail address, order number and a description of the fault. If we are unable to rectify the defect or deliver a similar product, we will refund you for the defective product in accordance with applicable consumer protection legislation. We will pay for return shipping for approved claims. We reserve the right to refuse a complaint if it turns out that the product is not defective in accordance with applicable consumer protection legislation. In the event of complaints, we follow the guidelines of the General Complaints Board, see arn.se.

7. Limitation of liability

We accept no liability for indirect damage that may arise from the product, or from the recipient's mishandling of it. We do not accept any liability for delays/defects resulting from circumstances beyond the control of the company (Force Majeure). These circumstances may include, for example, labor disputes, fire, war, government decisions, reduced or no delivery from suppliers. Furthermore, no liability is assumed for any changes to products/product characteristics changed by the respective supplier and other factors beyond our control.

8. Product information

We reserve the right for any printing errors on this website and final sale of products. We do not guarantee that the images reflect the exact appearance of the products as a certain color difference may occur depending on the monitor, photo quality and resolution. We always try our best to display the products as accurately as possible.

9. Information about cookies

According to the Electronic Information Act, visitors to a website must be informed for privacy purposes that cookies are used. The information in the cookie can be used to track a user's browsing. A cookie is a small text file that the website you are visiting requests to be saved on your computer to allow access to various functions. You can set your browser to automatically refuse cookies. More information can be found on the Swedish Post and Telecom Authority's website.

10. Personal data

By shopping at DABCE, you accept our data protection policy and our processing of your personal data. We care about your privacy and do not collect more information than necessary to process your order. We never sell or pass on your data to third parties without a legal basis. DABCE is responsible for the processing of personal data that you have provided to us as a customer. Your personal data is processed by us in order to process your order and in cases where you have requested newsletters or promotional offers - in order to adapt marketing to your individual needs. The information below is a summary of how we store and process your data in accordance with the General Data Protection Regulation (GDPR).

10.1 What is personal data?

Personal data is any information that can be directly or indirectly attributed to a natural person.

10.2 What data do we store.

In order to process your order and answer questions related to your order (customer service), we store your first and last name, address, telephone number, e-mail address, IP address and purchase history. Your data is stored as long as we have a legal basis to process your data, for example to fulfill the agreement between us or to comply with a legal obligation under, for example, the Accounting Act.

10.3 Legal basis

In connection with a purchase, your personal data is processed to fulfill the agreement with you. Marketing, campaigns and similar mailings are made with your consent.

10.4 What data is shared and for what purpose.

10.4.1 Payment provider

When completing a purchase, information is shared with our payment provider. What is stored is first name, last name, address, e-mail address and telephone number. If you choose to pay by invoice, the payment provider also saves your social security number. The information is stored in order to complete the purchase and to protect the parties against fraud. The payment providers (payment services) we use are: klarna, card, swish.

10.4.2 Shipping company

In order to deliver your orders and complete our contract, we need to share specific information with the shipping company. What is shared with the shipping company is first name, last name and address details for delivery. Email address and / or mobile number may also be shared with the shipping company for notification. The shipping companies we work with are: Post Nord.

10.5 Right of access

You have the right to receive extracts of all information held about you by us. Extracts are delivered electronically in a readable format.

10.6 Right to rectification

You have the right to ask us to update incorrect information or supplement information that is incomplete.

10.7 The right to be forgotten

You can ask for the data concerning you to be deleted at any time. There are few exceptions to the right to erasure, such as if it needs to be retained because we have to comply with a legal obligation (for example, under the Accounting Act).

10.8 Data protection officer

DABCE is responsible for the storage and processing of personal data in the online store and ensures compliance with the rules.

10.9 How we protect your personal data

We use industry standards such as SSL/TLS and one-way hash algorithms to store, process and communicate sensitive information such as personal data and passwords in a secure manner.

11. Changes to the General Terms and Conditions

We reserve the right to make changes to the Terms and Conditions at any time. Amendments to the Terms will be published online on the Website. The amended terms and conditions are deemed to be accepted in connection with orders or visits to the website.

12. Disputes and choice of law

In the event that a dispute cannot be resolved in agreement with the company's customer service and the customer, you as a customer can turn to the General Complaints Board, see arn.se. For residents of an EU country other than Sweden, complaints can be submitted online via the EU Commission's platform for mediation in disputes, see <http://ec.europa.eu/consumers/odr>. In the event of a dispute, we follow the decision of the ARN or equivalent dispute resolution body. Disputes concerning the interpretation or application of these general terms and conditions shall be interpreted in accordance with Swedish law and legislation.