

## Panprices Guarantee

Welcome to Panprices! Panprices is a shopping service that makes it simple and secure to purchase products from abroad and offers a direct checkout service. Buying online can be bothersome and buying from abroad even more so. That's why Panprices offers the following guarantee to make everything just a little bit easier and safer for you.

This guarantee is issued by Panprices AB (org. No. 559178-3450) ("Panprices"). This guarantee does not impair the rights that apply to customers by law, but functions as an additional service that Panprices provides to its customers.

### Basic Terms

The guarantee only applies to purchases made through Panprices Checkout and for which Panprices explicitly states the text "You are protected by the Panprices Guarantee" on the product page. Further, the guarantee only applies to natural persons who are residents of the country where the Service is offered (explicitly Sweden or Finland).

The guarantee will compensate the Buyer ("you") for defective, missing, or damaged products at delivery, or if the products are not delivered at all. The guarantee is issued for purchases of a maximum of SEK 50 000 per customer, order, and Seller at a time.

### Conditions

Compensation is paid if *all* of the following criteria are met:

- 1) The Buyer has documented any defective, missing, or damaged products, without delay, but within five days of delivery, and made a claim in writing to Panprices.
- 2) The Buyer has aided the Seller to remedy the damage or alike and provided the necessary information that was requested.
- 3) The Seller did not remedy the damage within 60 days of the complaint by delivery, price reduction, repair, compensation for remedying the error, or cancellation of the purchase.
- 4) In case of non-delivery: the products were not delivered within 60 days of the purchase, provided that no extended delivery time is stated in connection with the purchase and the Buyer has made a claim in writing to Panprices.
- 5) The Buyer in accordance with Konsumentköplag (1990:932) has the right to delivery, price deduction, repair, compensation for remedying the error, or cancellation of the purchase.

Compensation is paid only for the initial purchase and shipping cost, and only for the direct financial damage suffered by the Buyer. This insurance does not cover shipping costs for returning the product to the Seller. No compensation is paid for other direct or indirect costs, depreciation, interest or loss of income.

### Exceptions

- This guarantee does not apply if the Buyer has not participated in enabling the Seller to deliver the product(s). This includes the products having been delivered to a pick-up point or other place

and the Buyer, or the Buyer's agent, did not pick up the products or if the Buyer was not available to receive the products at home. This also includes if the Buyer did not pay the required payment, fees, taxes, or duties under the contract or applicable law.

- The guarantee does not cover damage caused by batteries.
- The guarantee does not cover minor damage such as scratches, color difference, and the like.
- The guarantee does not apply when the right to compensation exists due to law, statute, insurance, purchase protection, damages, contracts, or other guarantees.
- The following products are excluded from this guarantee and no coverage is provided:
  - Consumables.
  - Headphones, if the box was opened.
  - Special or custom-ordered products or products that are otherwise explicitly manufactured for the Buyer.
  - Objects wholly or partly of precious metal, real pearls, and gemstones.
  - Cash and securities.
  - Products purchased for professional activities and/or resale.
  - Drugs, narcotics, and alcoholic beverages.
  - Travel tickets.
  - Services and data transmitted via the internet.
  - Used products.
  - Products purchased via internet auction.
  - Live animals, plants, flowers, food, liquids, and other perishable products.
  - Motor-driven vehicles and implements.
  - Damage to products due to unlawful action by you or if you intentionally act maliciously.

Panprices Guarantee terms and conditions are applicable from July 1, 2020 and updated from time to time.