

Terms and conditions

Following terms apply to all services and products rented, sold and delivered through Preo and other websites managed by Preo.

At our website we sell Preo goods and Preo partner goods.

Preo goods are all the goods that we sell on our website unless we state that the goods are Preo partner goods. When you order Preo goods you will enter into a purchase agreement with Preo.

Preo partner goods are goods that we sell on website and which are identified as Preo partner goods. When you order Preo partner goods you will enter into a purchase agreement with the respective Preo partner. Preo partners are specific identified under the product information of each goods.

Preo can immediately terminate these terms. Preo may cease to offer or refuse access to the platform at any time for any reason.

Preo may from time to time change the terms. The changes to the terms will enter into force after Preo publishes such updated terms in the right place. Your continued access to or use of the website after such notice constitutes the consent to be bound by the changed terms.

General information

Company name: Preo

CVR: 43101684

Address: Smallegade 52E

2000 Frederiksberg, DK

E-mail: hello@preo.live

Phone no.: +45 61408085

Prices and payment

The applicable price is the one on the day of the order is indicated on the product concerned. All prices are inclusive VAT and are stated in DKK.

Preo and Preo partner is free to change the stated price without prior notice. If a printing error has occurred and the buyer should know or know that this is a printing error, the buyer cannot get the price due to the printing error. Preo or Preo partner can at any time cancel an order made by a printing error on the price.

When ordering you can see the final price, which is inclusive of VAT, taxes and any additional cost.

At Preo or Preo partner you can make your payment with credit and debit cards (Visa and MasterCard), MobilePay, Apple Pay and Google Pay.

Preo subtracts the amount, when the order is handed out to you. If your order is placed through a Preo partner, will Preo subtract the amount on behalf of the Preo partner.

Please be aware that there can be a deposit on rental products. The deposit will be subtracted

Confidentiality

At Preo and Preo partners, we believe that trust and confidentiality are crucial to good cooperation. All information received from you or about you will be treated confidentially, and all the employees are subject to the duty of confidentiality.

Liability

Preo is not responsible for breakdowns or temporary interruptions on the platform, breakdown of power or internet connection, vandalism on the system (both physical as well as computer viruses and hacking), misuse of personal data or other facts and circumstances that are beyond Preos control. It is not guaranteed that you can use the downloaded files on any computer, and use will always assume that you are in possession of software that can open/read the relevant files.

Product liability

For such damages, which are immediately covered by Act No. 481 of 7 June 1989 on product liability, the provisions of the act shall apply. For product liability which are not covered by the above-mentioned law, the following restrictions apply:

- Preo or Preo partners are only liable for personal injury if it is proved that the damage is due to error or negligence committed by Preo ,Preo partners or others Preo or Preo partners are responsible for.
- Preo or Preo partners are liable for damage on real estate and movable property under the same conditions as for personal injury

Preo or Preo partners and the customer are mutually obliged to let themselves be summoned to the court or arbitration tribunal which examines claims against either of them on the basis of damage allegedly caused by the goods.

Delivery

Your order will normally be ready for your pick up after the order is placed. You will receive a notification through e-mail when your order is ready for your pick up. Where to pick it up can be found in your wallet on the platform. Multiple pick-up points may be available for which the specific location and opening hours will be available in the platform-wallet

If the delivery is delayed, will we inform the customer by e-mail.

Right of cancellation

Cancellation of tickets

According to danish law tickets or in broader terms event accesses are not refundable.

Cancellation of other products

You have 14 days right of cancellation, when you buy a product from us or a Preo partner. Please be aware that food, drinks and other products made for human consumption is not included in the right of cancellation. The cancellations deadline expires 14 days after the day you received the product.

You have 14 days right of cancellation, when you buy a service or rent a product from us or a Preo partner. If you have bought a service or rented a product, will the cancellations deadline expire 14 days after you placed your order.

You must within 14 days from receipt inform us that you wish to cancel the purchase. The message must be provided by e-mail.

Return of goods or rented products

Return of goods with faults or defects

Return on cancellation

You must return your order to us at the latest 14 days after you have informed us that you wish to cancel your purchase. You must pay the costs of returning of the goods yourself.

Upon return, you are responsible for ensuring that the goods are packed properly. You even carry the risk of the package/goods until we receive it. You must therefore have the receipt for returning and possibly track and trace number as documentation. You bear the risk of the goods from the time of delivery of the goods.

You are liable for any deterioration in the value of the goods caused by handling other than what is necessary to determine the nature of the product, its properties and the manner in which it operates.

Return of rented products

You must return the rented product no later than at the end of rental period. The rental period is determined in the product description, and in general the rental period covers the duration of the event. After the purchase the rental period can we found in the product description in the platform wallet. You have to return the rented product at the same place, as you picked up the rented product.

The rented product has to be returned in a useable state, thereby meaning that the product can be rented out again to a new customer on the same terms as the customer who returned the rented product. If the product is not returned in a useable state or returned at all will we keep the paid deposit in full.

Due deposits will be returned up to 5 banking days after the return of the rented product. The deposit will be paid out the same way as the deposit was withdrawn.

Repayment of the purchase amount when using your right of cancellation

If you regret your purchase of a product, you will receive the full amount, including any additional costs. Please be aware that you cannot regret the purchase of food, drinks and other products made for human consumption.

If you regret your purchase of a service (including renting a product) – and you have chosen to receive all or part of the service before the expiry of the right of cancellation– will a proportionate amount be subtracted from the repayment of the purchase price. The deposit will be handled according to section “return of rented products”

We will refund your payment at the latest 14 days from the date we received notice of your decision to cancel your purchase. We may withhold the refund until we have received the returned goods, unless documentation for returning it has been submitted. If you regret the purchase, the item must be sent to:

Smallegade 52E
2000 Frederiksberg, DK

Right of complaint

The rules of the Danish Sale of Goods Act apply to goods purchases. You therefore have a 24-month right of complaint if there are defects in your product. You have the opportunity to have the item repaired, exchanged, money returned or reduction in the price, depending on the specific situation that Preo or Preo partner decides.

The right of complaint does not apply if the defect has arisen as a result of incorrect use of the product or other damaging behavior.

You can complain about a product by e-mail at support@preo.live

You must complain within “reasonable time” after you have discovered the defect in the item.

The product is sent to:

Smallegade 52E
2000 Frederiksberg, DK

Privacy policy

In order for you to enter into an agreement with us and use <https://demo.preo.website/>, we need the following information about you:

- Email adress.

The processing of your information will happen according to the regulations of our Privacy Policy.

Applicable law

Any dispute arising out of your purchase through Preo and on the website or the resulting disputes, including the scope or validity of these terms and conditions, is subject to Danish law and must be brought before Copenhagen City Court.

Appeal

If you want to complain about your purchase, please contact [\[Department of Complaints\]](#).

If we have not found a solution together, you have the opportunity to file a complaint to the Center for Complaints;

Nævnenes Hus
Toldboden 2
Viborg 8800

You can file a complaint to the Center for Complaints through www.forbrug.dk

The EU commissions online complaint portal can also be used for filing a complaint. This is particularly relevant if you are a consumer resident in another EU country. Complaint is submitted here: <http://ec.europa.eu/odr>. When submitting a complaint, you must enter our email address hello@preo.live

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