

Terms and conditions

GENERAL TERMS FOR SHOPPING WITH US

In order to shop from us, you must be **at least 18 years. For swords, the age limit is 21 according to Swedish law**. As a customer, you are responsible for knowing the applicable rules and age limits in the country you are staying in.

BraBilligt.se assumes no responsibility for orders placed in violation of our terms of purchase or any improper handling of products. It is the buyer's responsibility to both comply with the conditions and obtain sufficient information for safe and sensible handling of purchased products.

If in doubt, we welcome you to ask us questions via [the contact form](#).

PRICES AND PAYMENT

All orders are sent after received payment or approved guarantor from one of our payment providers.

All payments are made at the checkout upon check-out, alternatively via bank transfer or deposit into a bank account; payment can also be made on site when collecting via Swish. When transferring from abroad and depositing to a bank giro, it usually takes 1-3 days for the payment to be registered in our system.

Orders are only shipped from stock when payment is confirmed. Orders can also be delivered cash on delivery to a registered address in Sweden. Additional costs apply. We do not offer so-called "Cash on Delivery" outside Sweden.

All prices include VAT within Sweden and the EU. No costs for VAT or customs duties are therefore added when ordering within Sweden or the EU. For orders outside the EU, VAT and import costs may be added depending on the local laws and regulations of the respective area or country and are then paid to the carrier before delivery. No VAT is charged to the customer by us when ordering to countries outside the EU.

Fraudulently placed orders may be reported to the police and charged with SEK 500 in handling costs.

Orders placed without payment will be removed after 5 working days unless payment or notice of reason has come to our attention.

DELIVERIES

All deliveries take place at our responsibility.

The customer is responsible for providing correct and sufficient information for our partners to carry out the delivery.

Customer is responsible for knowing any regulations that apply to their area or country when it comes to particular products. We take no responsibility for knowing all the laws in all countries and regions, but may cancel orders if it comes to our attention that the customer does not have the right to order/import the said product/s. Fraudulently placed orders are charged SEK 500 to cover the costs of handling.

We reserve the right to choose the carrier we deem best. (We try as far as possible to follow the customer's choice. But the nature of the goods or the conditions of a certain carrier may mean that we have to choose another carrier) Currently, all our deliveries are carried out by, among

others, but not exclusively, DHL, Postnord and UPS. This can be changed without notice if necessary or due to external circumstances.

Deliveries take place according to the respective carrier's terms and conditions. We ensure that all orders are dispatched from us within 24 hours on all non-holiday weekdays. Deliveries within Sweden usually take 1 day but we cannot guarantee the delivery time. Within Europe the delivery time is usually 3-5 days and for the rest of the world 5-15 days. The tracking number for the shipment is sent to the customer via email upon departure. (does not apply to letter services). (click on the tracking number in the email to get to the tracking)

Complaints about missing delivery must be received by us via e-mail at info@brabilligt.se no later than 30 days after we have confirmed delivery. However, we recommend contacting you as early as day 5 if it is the case that for some reason you have not received notification so that we can provide that information and prevent the order from being returned unnecessarily.

Notification of delivery takes place according to the carrier's routines to e-mail, SMS or via letter. All information must be correctly filled in by the customer.

UNCOLLECTED SHIPMENTS AND COD

In the event that a shipment is returned to us because, for example, the information was incorrect, that the cash on delivery was not redeemed or that the shipment was not picked up on time, the customer will be charged the costs incurred and currently SEK 250 for return and handling.

RETURN POLICY

14-day right of withdrawal applies to all purchases - the time is counted from receipt of the item. To cancel your purchase, notify us by email: info@brabilligt.se
Returns without prior approval may be refused.

Buyer is responsible for return shipping. Refunds are made within 30 days at the latest through the same payment option that the buyer originally selected. Costs associated with the return are paid by the customer.

The right of withdrawal does not apply to products where the seal has been broken, customized products that have been changed upon request or manufactured on behalf of the customer, where the product or packaging is damaged. The customer is responsible for ensuring that the goods are packed sufficiently well for transport.

COMPLAINTS, RETURNS AND WARRANTIES

In the event of a wrong item or a fault with the received item, or a missing item, this must be notified to us immediately at info@brabilligt.se

Feel free to attach pictures or video to prove any problem with the product. The more information, the easier it is for us to judge.

In the event that we believe that the product must be returned to us for assessment, we pay for the shipping. If the complaint is not valid and the product is damaged due to incorrect or reckless use, all incurred costs will be charged to the buyer (at least SEK 250 or actual shipping and handling costs). We reserve the right to decide what action is taken for the complaint (new product, cancel the purchase, credit, repair or replace for repair)

Visible damage, errors and missing shipments must be reported within 30 days of payment. Hidden manufacturing defects must be claimed within 3 years of purchase and no later than 2

months after it was discovered. The right to complain does not cover normal wear and tear and the expected lifespan of the product.

Reimbursement takes place within 30 days from the decision on reimbursement and takes place via the same payment method as the order was originally paid for.

Guarantees apply to the following respective product and supplier terms and conditions, as shown in the product description in question.

In the event of dissatisfaction with a decision from our side, we refer you to contact the Allmänna Reklamationsnämnden, ARN (www.arn.se)

PERSONAL INFORMATION

When you place your order with us, you agree that we store and use your data in our business. According to the Personal Data Act, you have the right to receive the information we have registered about you. If it is incorrect, incomplete or irrelevant, you can request that the information be corrected or removed. In that case, contact us by e-mail.