

Terms & Conditions

General Information

The terms of use (the "Terms") apply when an order via minifinder.com ("Website") with related pages is made by you as a consumer ("you") and the agreement is entered into between you and MiniFinder Sweden AB, Org. 556909-5697, VAT: SE556909569701 ("MiniFinder" / "we" / "us"). The terms and conditions apply to all agreements that you include with MiniFinder Sweden AB. We reserve the right for any errors, product changes, price adjustments and any final sales. In the event of incorrect prices, we reserve the right to adjust before and after processing order. We do not take responsibility for information on any website that comes from third parties. Contact information and other information about MiniFinder can be found at minifinder.com.

Payment Method

Depending on the chosen payment method, you will be redirected to the payment service's website to complete the payment. After the payment has been completed, you will return to our website, whereupon an order confirmation will be generated and sent to the specified email address.

Klarna offers purchases with invoices and partial payment for private individuals and companies. When you accept MiniFinder's terms of use and pay with Klarna, you also agree to Klarna AB's [terms and conditions](#).

Paypal offers secure payment for card payment via credit card and debit card. Read more about Paypal's security policy [here](#).

Swish offers mobile direct payment. Swish number for MiniFinder Sweden AB: 123 268 21 36

** Available payment methods may vary in different countries.*

Subscription & Termination

MiniFinder GO Service

Invoicing

Invoicing for the MiniFinder GO service, unless otherwise agreed, is processed quarterly in arrears for customers with fewer than three subscriptions and monthly for those with three or more. Depending on the product, volume, and scope, invoices may also be issued monthly, quarterly, semi-annually, or annually.

Pausing

MiniFinder GO subscriptions can be paused. However, if paused for less than three months, an activation fee of 300 SEK (28EUR) will apply when reactivating the service. Note that it is not possible to pause a subscription during the contract term.

Subscription Plan

When registering a product in MiniFinder GO, the customer selects the subscription and contract term in order to gain access to the system. The choice of subscription plan is binding once customer starts using the service or has paid the first invoice.

Ongoing Contract & Termination

After the initial contract period, the subscription automatically converts into a rolling contract with a 30-day notice period, unless otherwise agreed. If a customer is connected to an alarm central, a 60-day notice is applied.

If a customer wants to terminate a subscription with a contract period left, a final invoice with the remaining cost for the subscription is sent for the upcoming and final invoice. If nothing else is agreed the device will be active and in use until the last day of contract period.

To terminate a subscription, the customer must send an email to finance@minifinder.com or send a letter to MiniFinder Sweden AB, Reveljgränd 5, 352 36 Växjö, Sweden. It is also possible to cancel via the my.minifinder.com portal.

MiniFinder Hunter Service

Subscription

MiniFinder Hunter subscription provides access to certain products or services for a set period. This subscription will automatically renew annually unless canceled by the customer. MiniFinder ensures transparent information about ongoing fees, billing frequency, and the cancellation process is provided prior to and after purchase.

Billing

Subscriptions are purchased on an annual basis and paid in advance. Billing details are explained before purchase and after purchase in MiniFinder Hunter app via Subscriptions. The customer is sent a confirmation of the purchase after registration of the product and payment details in MiniFinder Hunter app.

Any charges related to the call function on MiniFinder Rex will appear on your personal phone bill. The cost per minute depends on the rates in your mobile plan. For more information, please contact your mobile operator and ask about rates for calls to Estonia.

Free Period

MiniFinder offers a one-year free period for MiniFinder Hunter app. Unless canceled by the customer before the end of the free period, it will automatically convert into a paid subscription with annual charge. Customers are advised to review the Terms & Conditions before starting the free period.

Renewal

Subscriptions automatically renew annually on the activation date. Customers can access the renewal date within MiniFinder Hunter App. If the customer does not wish to renew, cancellation must be done before the end of the current subscription period.

Termination

To avoid being charged for the next subscription period, the subscription or free period must be canceled before renewal. Once charged, subscription fees are non-refundable, but the service remains available until the end of the current period once canceled. Note that if usage of the product continues, variable fees could still be charged on your personal cellular invoice. The subscription will not renew for the following year when the cancellation is confirmed by MiniFinder.

To terminate the subscription, the customer must provide the IMEI number and intent to terminate via email to finance@minifinder.com. A template is provided if termination is initiated through MiniFinder Hunter app under Subscriptions.

Delivery

All products ordered by us are sent from MiniFinder Sweden AB, Reveljgränd 5, 352 36 Växjö, Sweden unless otherwise stated.

Shipping in Sweden

For delivery in Sweden, we offer three different delivery methods.

- Free shipping (1-3 days). Package delivery to mailbox or post office depending on the order size and value.
- Business package (1-3 days). Package is delivered door to door.
- Express shipping (1 day). Orders before 16.00 (UTC + 1) will be shipped the same day and delivered next workday.

Shipping abroad (Norway, EU, Worldwide)

The cost of shipping to Norway, EU or worldwide depends on the weight and size of the package. The final shipping cost is always presented at the checkout upon payment.

Depending on the value of the order, additional costs for customs handling may be added when importing goods. Contact the Customs office in the country you are importing for more information and to avoid unforeseen costs.

We cooperate with PostNord and DHL for logistics within and outside Sweden. Different services are used depending on the size, weight, value and priority of the delivery. Based on the customer's wishes, we offer alternative shipping options. Contact us for more information (info@minifinder.com).

Consumer is entitled to cancel the purchase in case of delayed delivery or if new proposed delivery time is not approved.

1. Can only be used by private consumers, not companies.
2. With reservation for large order volume, stock status or other unpredictable events.

Non-completed service will be refunded within 3-5 working days.

Return Policy

Physical Products

According to Swedish law regarding distance contracts and agreements outside business premises, as a consumer, you have the right to withdraw your purchase from the day of your purchase until 14 days after you receive the product. The right of withdrawal requires that you notify us via email of your decision within 14 calendar days of receiving the product. The item must also be returned to MiniFinder within 14 days of receipt. To notify us that you wish to cancel your purchase and exercise the right of withdrawal, please contact our customer service via email (info@minifinder.com).

If you choose to use the right of withdrawal, you are responsible for the return shipping. The consumer is responsible for any risks in return shipping, including damaging or removing the product during shipping. The product must be sent back in substantially unchanged condition and in original packaging with associated packaging. In case of repairs, dents or other injuries, MiniFinder has the right to deduct the value of the goods or depreciate the reconditioning fee. When the goods are received, the purchase amount will be paid back within 10 days. Companies do not have the right to return a product if the product packaging has been opened.

Digital Services

For purchases involving digital services delivered in a manner other than on a physical medium, the right of withdrawal does not apply if the usage of such digital content has begun with consent to waive the right of withdrawal. The right of withdrawal never applies if your service has been fully completed, and you have agreed that the service may begin by using it. In the case of withdrawal involving digital services, the customer is obligated to compensate MiniFinder for any part of the service performed before the customer exercised the right of withdrawal. This may include the use of subscriptions, data, data traffic, or similar charges borne by the customer.

MiniFinder Sweden AB
Reveljgränd 5
352 36 VÄXJÖ
Sweden
Tel. +46 470-78 68 33
Email: info@minifinder.com

Warranty & Complaint

MiniFinder Sweden AB sells all electrical products with a three-year warranty according to the Consumer Purchase Act. All guarantees apply in EU/EEA.

The product warranty covers only original faults, i.e. errors that were in the product upon delivery. The product warranty does not apply to faults that arise from physical influences or after personal changes in the product's function and appearances such as remodelling, upgrading or other configuration of the product.

Manufacturing errors must be established by an approved service workshop, after which you as a customer receive a free repair, or a new product, and be replaced for any shipping costs. Does it apply, for example handling the error or misaligned product we charge you the service cost via our service workshops? This also applies in cases where no fault of the product can be read or when the damage is caused by you.

Please note that warranty and warranty rights are handled differently for companies. Companies only have the guaranteed right provided by MiniFinder. The warranty period may vary depending on what has been agreed upon for sale. Companies have no right to complain about the warranty rights from MiniFinder.

Your order confirmation or receipt is valid as a warranty certificate. Keep the document well as displaying the document is required when using a warranty.

In case of a complaint contact us or create a return case before you send the goods to us.

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Privacy Policy (GDPR)

The Privacy Policy explains how we collect and use your personal information. It also describes your rights.

You can take part in MiniFinder's privacy policy [here](#).

Support

MiniFinder offers telephone, chat and email support free of charge to all our users with devices and services provided by us.

Third party systems and/or other solutions are not covered by free support but are charged per consulted time. Contact us for more information (info@minifinder.com).

Change of the terms

MiniFinder reserves the right to make changes to the Terms at any time. Changes to the Terms are always published on the website. Changed terms are accepted in connection with a new purchase or when visiting the website. In order to keep you updated, we recommend that you regularly visit our website to be informed about any changes in the Terms.