

# Terms of trade - Acuity World Webshop

## 1. Payment Conditions

### *1.1 Payment methods*

We accept the following payment methods:

- Dankort
- Visa / Dankort
- MasterCard
- Bank Transfer / Invoice

Prices shown on the webshop are exclusive of Danish VAT (25%). You will be informed of the price with VAT in the box before you pay. All trading at Acuity World Webshop takes place in Danish.

#### *1.1.1 Credit Cards*

During the payment phase you will be given the goods you have ordered and the total price. When you choose to go to the checkout, you will be taken to a secure server at Quickpay, where you must enter the following:

- Credit card number
- Expiration date
- Check digits

If you do not fill in these fields correctly, Acuity World Webshop will not complete your goods purchases. Then press 'Approve'. The amount will only be deducted from your account when the item is shipped from Acuity World. You will receive a receipt upon receipt of the order.

#### *1.1.2 Bank Transfer / Invoice*

If you choose bank transfer, you will receive an invoice upon order receipt. The invoice must be paid within 14 days if the invoice is not listed. For payments after due, interest is calculated on the invoice amount by 1/6 of the discount applicable at any given time per month. commenced month, however, with min. 1.75% pr. commenced month in effect from the due date.

## *1.2 Security*

We use the industry-standard Secure Sockets Layer (SSL) technology, which enables the encryption of potentially sensitive information such as name, address and credit card information. Information that passes between your computer and our website cannot be read in case someone intercepts the information. This technology includes the following features:

- Authentication - this secures your browser so that your data is sent to the right server and that this server is secure.
- Encryption - this encrypts your data so that it cannot be read by anyone other than the secure server.
- Data integrity - this checks data that is being transferred to make sure it is not changed along the way.

You can see your payment is secure when there is a lock on your browser somewhere at the bottom of your screen.

## **2. Terms og Purchase**

### *2.1 Order Confirmation / Invoice*

Once we receive your order, we will send you an invoice confirmation per email with information about your order. Always check the order confirmation that everything looks correct. If you have any questions, want to change or cancel, please contact us as soon as possible. You can always see the status of your orders. Simply log into your account and click on the "Account Summary" icon, which is located at the top of every page in the webshop.

### *2.2 Prices*

Delivery to addresses in Denmark and Europe: All prices are current retail prices incl. 25% VAT. Delivery to addresses outside Europe: Delivery of goods to addresses outside Europe will be delivered without VAT. Reservations are made for printing errors or price changes.

### *2.3 Personal Information*

By signing up and / or ordering, you agree that Acuity World Webshop and its affiliates store and use information about your purchases and the contact information you provide. Any information you provide to Acuity World WebShop will be treated as

proprietary. The information is stored and used to enable us to fulfill our obligations to you, as well as to better meet your customer needs and provide better service, including by making the site as personal as possible. The information is also stored and used for information and marketing purposes. This means that, unless you have stated otherwise in writing, Acuity World Webshop and its affiliates will be able to use your personal information to contact you via e-mail in the form of newsletters, direct marketing or market research.

### *2.3.1 Handling of personal information*

Your personal information such as name, address, telephone number, etc. is treated as confidential and used to process your order. Regulatory requirements for traders' accounts mean that we have a duty to keep your personal data for five years. Credit card information is disseminated to Nets on a secure and encrypted SSL connection. Personal information is stored by Acuity World WebShop in a database on a secure server. We do not disclose your personal information to third parties. According to the Personal Data Act you have the opportunity to gain insight and objections regarding the information that concerns you.

### *2.3.2 Cookies*

To facilitate the procedure for your future purchases in Acuity World WebShop, we use cookies. A cookie is a small text file that is stored on your own PC via your web browser, so that our system can recognize your browser. The cookie contains information that helps our site identify the visitor. This means that you do not need to enter your address the next time you buy goods from us. Cookie files do no harm to your computer. It merely consists of text and cannot contain viruses. Of course, you can always delete the cookie yourself on your machine.

### *2.3.3 Privacy Protection*

Acuity World WebShop works to preserve your privacy on the Internet. We have therefore developed a policy on how your personal information is handled in a careful and sound manner. When you visit the Acuity World WebShop, you have accepted the content of this Privacy Policy.

### *2.3.4 What personal information does Acuity world Webshop collect about our customers?*

The information we collect from our customers helps us tailor and constantly improve our customer service when you shop at Acuity World Webshop. The following is the information we collect.

- The information you provide to us: We receive and store all the information you provide in one way or another on our website. You may choose not to provide us with certain information, but then you may not be able to take advantage of our most advantageous special offers. We use the information you provide for the purpose of answering your questions, adapting to your future wishes, improving our range, and communicating with you.
- Automatic information: Every time you interact with us, as mentioned earlier, we use "cookies", like many other websites. We get certain information when browsing Acuity World WebShop. Most companies use this way to facilitate the procedure when using websites. We will not otherwise be able to offer you a personal experience at Acuity World Webshop if we do not recognize you, so we would like to inform you about these tools.
- Email Communication: To help us make our emails better and more interesting, we receive a confirmation when you open an email from Acuity World WebShop, if your computer has this capability. We also compare our customer record with customer records received from other companies, with the intention of not sending unnecessary messages to our customers. Information from other vendors: We may receive information about you from other vendors that we add to our account information.

#### *2.3.5 Does the Acuity World Web Store inform you of the information we receive?*

Information about our customers is a very important part of our business and our business area is not to sell to others. We only share customer information as described below and with our subsidiaries. The Acuity World Webshop verifies that all points of this Privacy Policy are at least as protected as described in 2.3.3 Privacy Policy.

- Affiliates we cannot control: We work very closely with our partners. In some cases, Acuity World Webshop will be merged so that they can advertise to you on the Acuity World Webshop. In other cases, we manage warehouses, provide services, or sell product groups in collaboration with these partners. You will always know when a third party is involved in your transactions and if we share customer information related to those transactions with third parties.

- **Agents:** We hire other companies and individuals to perform tasks on our behalf. For example, completing orders, delivering parcels, mailing and sending emails, deleting duplicate customer list information, analyzing data, performing marketing assistance, performing search results and links (including payment statements and links), making credit card payments, and performing customer service. They have the access they need for necessary personal information, but they may not use it in other contexts.

#### *2.4 Your Account*

When you use this website, you are responsible for maintaining the confidentiality of your account and password and restricting access to your computer. You agree to accept responsibility for all activities that occur through the use of your account or password. You must be 18 years old to shop at Acuity World WebShop. If you are under 18, you can only shop on the Acuity World WebShop with a parent or legal guardian who can trade with a credit card. Acuity World Webshop and its affiliates have the authority to reject, cancel accounts, remove or delete content, or cancel orders at our sole discretion.

#### *2.5 Disputes*

Any dispute between Acuity World and a trader will be settled by the Maritime and Commercial Court in Copenhagen.

### **3. Delivery Conditions**

(applies only to physical products, not courses and in-house training)

#### *3.1 Delivery*

The items you have ordered will be shipped by mail. mail.

#### *3.2 Delivery time*

Your order will be shipped within 2 - 5 business days after we receive your order.

#### *3.3 Shipping costs*

Shipping costs are determined according to Post Danmark's tariffs (A post). For more information, see [www.postdanmark.dk](http://www.postdanmark.dk).

You can see your shipping price in the box before you pay.

### **4. Return & Claim**

#### *4.1 Right of withdrawal*

You have 14 days right of withdrawal from the date you receive the item. No sound or picture recording rights are granted if you have broken the seal unless the item is defective. If you return an item, the item must be in substantially the same condition as when it was received and accompanied by a copy of your invoice or invoice number.

You can undo a purchase by:

- 1) refuse to receive the item.
- 2) hand over the item unopened to the postal service.
- 3) return the item to the specified return address.

You have to bear the costs associated with the return yourself. If the returned meets the requirements for returned goods, you will receive within 14 days an instruction on the amount that corresponds to the price of the goods less any. shipping costs.

#### *4.2 Right of complaint*

You have 2 years warranty. If you should be unlucky to receive an incorrect item in relation to your order or damaged item, you must advertise within a reasonable time after you have ascertained the defect. If you make a complaint within 2 months, the complaint is considered to be timely. Complaints can be notified by email: [info@acuityworld.com](mailto:info@acuityworld.com).

You can exercise the right of complaint by returning the item. Of course, we will pay your shipping costs if you have to return an incorrect or damaged item. We reserve the right to remedy a defect / replace with an undamaged item rather than repay the purchase price.

#### *4.3 Risk of loss*

All items purchased from Acuity World WebShop are subject to a shipment contract which means that the shipment is at your expense and risk from having delivered the shipment to Post Danmark, ie. that any loss, damage, etc. before delivery to your address will be between you and Post Danmark.

## **5. User Terms & Conditions**

Your use and access to this website is subject to the terms and conditions of applicable law. By reviewing or using this website, you are required to agree to these terms and conditions of applicable law.

### *5.1 Use*

You can browse this website for personal entertainment and information. Acuity World WebShop offers a non-exclusive license (which may be terminated by either you or Acuity World WebShop at any time) to download a copy of this website on your private computer for non-commercial or personal use only. Except as previously described, you may not use, broadcast, modify, transfer, correct, exchange, republish, post or copy the content of this website without Acuity World WebShop's prior written agreement.

### *5.2 Disclaimer*

The content of this website is subject to these conditions; Acuity World WebShop makes no warranties or representations whatsoever, either now or later, in connection with the content of this website, your use of this website, or your use of the content of other websites linked to this website. Unlimited prior, Acuity World WebShop does not make any statements regarding inaccuracies in the content of this website. The foregoing exception may not be used by you to transfer any applicable legislative authority except through warranties.

Acuity World WebShop can only be held liable under applicable Danish law.

### *5.3 Limitation of Liability*

Acuity World WebShop, its affiliates, management, directors, employees, agents, suppliers, subcontractors or agents of the foregoing shall not, under any circumstances, be liable for the following, incidental, indirect or special damages resulting from the use or inability to use of the content of this website (or a website linked to this website), even if the cause is the negligence of Acuity World WebShops or its affiliates, or the Acuity World WebShop or its authorized representatives have been notified of the possibility of such damages occurring, or both.

The above limitation or exception does not apply to you to the extent that applicable law prohibits limitation or exemption from liability coverage for incidental or consequential damages.

Acuity World WebShop's liability coverage to you may at no time exceed your online costs of accessing this Website (if applicable).

#### *5.4 Prohibited material*

You agree not to post or transmit any illegal, threatening, libelous, defamatory, obscene, pornographic or blasphemous material or material that constitutes or supports any criminal activity or violates any law.

#### *5.5 Trademarks*

Except as the content of this website does not contain any names, logos and features appearing on this website, trademarks are owned or used under license by Acuity World WebShop or its affiliates. Other trademarks are owned and protected by the proprietors of those trademarks. Unauthorized use of any trademark or the content of this website is strictly prohibited.

#### *5.6 Product description*

Acuity World WebShop and its affiliates are trying to be as accurate as possible. Nevertheless, Acuity World WebShop makes no guarantee that product descriptions or content on this site are accurate, complete, reliable, valid or error-free. If a product offered by and purchased from Acuity World WebShop does not meet your expectations as described, it can only be returned in unused and undamaged condition.

#### *5.7 Export legislation*

The Acuity World WebShop makes no representation that the content of this website will be made available or adapted to any legal authority to which this website provides access. You are responsible for compliance with any regulatory requirements.

#### *5.8 That with little The Danish Purchase Act*

Agreements with Acuity World Webshop are signed in Danish. When you shop at Acuity World WebShop, Danish law applies the general rules of purchase and contract law, including the rules on consumer purchases. As a consumer, you are therefore protected by the applicable legislation in the area, ie. primarily the Purchase Act and the Consumer Agreement Act.