

# Terms and conditions

## 1. About Sacred Earth Offerings

The company has its registered office in Gothenburg. The company's postal address is Femkampsgatan 5A.

If you want to get in touch with us, send an email to [info@sacredearthofferings.com](mailto:info@sacredearthofferings.com) with your question and your contact details, and you will hear from us shortly.

## 2. Order

When you complete your order, an order confirmation will be sent to your email address. In the confirmation you will find all information about products, price, billing and delivery address.

If something is wrong in the order confirmation, you should immediately contact us by e-mail at [info@sacredearthofferings.com](mailto:info@sacredearthofferings.com).

## 3. Delivery

Our normal delivery times are 3-6 working days within Sweden. Outside of Sweden (within EU/outside of EU) the delivery times are estimated 7-14 working days, but can be longer depending on country. NOTE! Orders placed on weekends are sent earliest on Monday.

If delays in the delivery should occur (without us notifying you of longer delivery time) you should contact us by e-mail: [info@sacredearthofferings.com](mailto:info@sacredearthofferings.com).

## 4. Price & VAT

All prices in the store are stated in SEK and all prices are including 25% VAT.

We reserve the right to price changes caused by price changes from the supplier, misprints in the price list and errors in prices due to incorrect information and reserve the right to adjust the price.

## 5. Right of withdrawal

When purchasing goods on the website, you as a customer have a legal 14 day right of withdrawal that applies from the time you have received a product that you have ordered

### 5.1 When using your right of withdrawal:

You must report your wish for withdrawal. The message should be sent to us at [info@sacredearthofferings.com](mailto:info@sacredearthofferings.com). In your message, your name, address, email address, order number and which goods the return applies to must be clearly stated.

You should return the products to us immediately and at the latest within the legal 14 days after the notice of withdrawal.

You are responsible for return shipping, delivery and condition of the products when returning, the products should therefore be sent well packed and in original packaging.

Regarding the refund amount, we reserve the right to deduct a sum corresponding to the decrease in value compared to the original value of the product if the case the product is used or damaged..

### 5.2 The right of withdrawal does not apply to:

Products that have been sealed due to health or hygiene reasons and where the seal has been broken by you.

Specially made product, which has been specially tailored for you or has a clear personal touch to your wishes.

Services that have been completed and where you have explicitly consented to the service commencing without a right of withdrawal.

Goods that can rapidly deteriorate, such as food.

For more on the legislated right of withdrawal, [click here](#).

## **6. Limitation of liability**

We take no responsibility for indirect damages that may occur due to the product.

We do not accept any liability for delays/errors due to circumstances beyond the company ability (Force Majeure). These circumstances can be, for example, labor conflict, fire, war, authority decision, reduced or no delivery from supplier.

Furthermore, no responsibility is assumed for any changes to products/product characteristics that have been changed by the respective supplier and other factors beyond our control.

## **7. Product information**

We reserve the right for any printing errors on this website as well as final sales of products. We do not guarantee that the images reflect the exact appearance of the products, as a certain color difference may occur depending on the display, photo quality and resolution. We always try the best way to display the products as accurately as possible.

## **8. Changes to the Terms of Service**

We reserve the right to make changes to the terms and conditions at any time.

Changes and clarifications will take effect immediately upon their posting on the website.

If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

## **9. Disputes and Choice of Law**

In the event that a dispute cannot be resolved in agreement with the company's customer service and the customer, you as a customer can contact the National Board for Consumer Disputes, see [arn.se](http://arn.se). For residents of another EU country than Sweden, complaints can be submitted online via the EU Commission's platform for mediation in disputes, see <http://ec.europa.eu/consumers/odr>

In the event of a dispute, we follow decisions from ARN or the corresponding dispute resolution body.

Disputes concerning the interpretation or application of these general terms and conditions shall be interpreted in accordance with Swedish law.