

Terms and Conditions

TERMS

For companies, the purchasing law applies. Unlike the Consumer Purchases Act, the Purchase Act is dispositive, which means that companies can agree otherwise what the law stipulates.

We deliver to individuals, companies, organizations, associations, and parishes in the Scandinavian and European markets and outside Europe around the world.

PRICES

The prices of our goods are stated in Swedish Krona Currency SEK. By default, prices are shown excluding VAT. However, you can choose between seeing the prices and the total product value including or excluding VAT. Any billing fee will be added in addition to the item value. The VAT is also shown in SEK before you confirm the order VAT is 25%.

Shipping costs apply to all orders. When you add something to the shopping cart, you can see what the estimated shipping cost will be in the box below the shopping cart. The shipping cost is then added to the total cost before confirming your order (the cost is from SEK 99 excluding VAT) Free shipping for orders over SEK 3000 excluding VAT

In the event of price adjustment, we reserve the right to apply the delivery day's price, however, you are first contacted for approval.

We also reserve ourselves for any typos.

Customer data information

To shop with us, you must enter information in all fields that are mandatory when registering customers. If we do not have your email address, we will not be able to send you an order confirmation and we will not be able to notify you of known delivery delays or if any part of your order cannot be delivered.

The personal information that you provide to us is used for order handling, invoicing, information, marketing and other things that aim to make our service work as well as possible. The information is not passed on to any third party.

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Mode of delivery

Your order will be sent as A-letter, DPD Company package 16.00 or with DHL or similar forwarder depending on weight and size. If the goods are sent as a parcel or by registered mail, the shipment receives a parcel number which is used to show where the parcel is in the mail handling. You can track packages on (<https://www.postnord.se/>) (<https://www.dpd.com/group/en/>) (<https://www.dhl.com/>) website. Unfortunately, a regular letter does not receive a parcel number and cannot be traced.

NOTE: We do not deliver post parcels/business packages/courier shipments to box addresses.

Delivery time

We have stock in Sweden. The products we have in stock are sent from us the same day or the day after the order is received.

Return / Unloaded Shipping

If a package is not picked up, or if a shipment arrives in return due to Viktobult.se having received an incorrect address, shipping, handling fees or invoice fees will not be refunded. You get back the amount of the product's value. If there is any damage to the product, the amount cannot be fully refunded.

If you want to return an item from a correct delivery, you must notify customer service at info@siblackstone.se if you are a private customer, within 2 to 20 working days from the date you received your ordered goods. Enter order number, invoice number, and product. Do not send anything without first contacting us - you need the current return address and a return number to be included in the package. A condition for the return to be approved is that the products are unused and not damaged or unopened packaging or boxes. If the return is approved, you will receive back the amount you paid for the order (excluding freight charge, handling fee, invoicing fee and delivery costs). You also have to take care of the return freight.

Damaged goods during transport

If a product is damaged during transport, the damage must be reported immediately to the freight forwarder.

You also contact us for complaints as we are responsible for the deliveries arriving at you well maintained.

Retention of title insolvency

All the goods you order are our property until full payment has been made available to us.

Claim conditions definition

To claim a faulty or defective product, please contact us immediately. We will send you a new item at no extra shipping cost, provided the item is available. If we cannot replace you with a new item, we will refund you when we receive the defective item in return. For the return of defective goods, we send a shipping note with paid postage.

If a complaint is made, the customer should contact us via e-mail and state the order number and the reason for the complaint.

Guarantees

All warranties on products are provided by our suppliers and manufacturers. Different products have different long warranty periods, our goal is that this should be evident from the product description if different warranty periods are applied (e.g 1-3 years, 5 years, 10 years, etc). Of course, we help with contact and warranty measures, so do not hesitate to contact us.

Force majeure

An event such as that beyond of our control, which could not reasonably be foreseen, must be attributed to force majeure, which means that we are relieved of its obligations to fulfil the agreements entered into.

Otherwise

We reserve the right to change all information without prior notice. In the event of a final sale or if a sale object has expired, we have the right to cancel the purchase and repay any amounts paid in advance.