

Terms & Conditions

Last updated on 18th of March, 2020.

General Terms and Conditions of Sale

The following General Terms and Conditions of Sale concern the offer and sale of products on the website www.christinalundsteen.com, owned and maintained by:

Christina Lundsteen ApS
Rolighedsvej 10A
2942 SKODSBORG
Denmark
P. +45 22822910
E. christina@christinalundsteen.com
CVR: 21 29 62 01

Shopping

No binding purchase agreement between you and Christina Lundsteen ApS has been made until you receive an order confirmation from Christina Lundsteen ApS.

Exchanges and refunds

1. Notify us by email within 14 days of receiving your order, that you want to return something.
2. Send your items and the original packaging back to us within 14 days from your notification.
3. The return shipment cost must be paid by you, and is not covered by Christina Lundsteen ApS.
4. You will receive your refund within 14 days after we receive the notification. However the refund will not be paid before we have received the items at our warehouse or we have received documentation proving the items have been shipped.
5. If the items are not received in their original packaging and in the same condition as you received it a deduction can be made in your refund similar to the decrease of the value of the items.

Our return address is:
Christina Lundsteen ApS
Rolighedsvej 10A

2942 SKODSBORG
Denmark

General terms of returning items:

You may change your mind within 14 days of receiving your items. You have to notify us before the 14 days if you want to return your order.

Please contact us on e-mail: christina@christinalundsteen.com if you want to return a product. After you have received the items you ordered, you may carefully examine and try the items within the period of 14 days, but only in a manner as you would if you examined in a store at our offline resellers.

Have the items been used in excess of what is normal in order to examine them, you will be held liable for the decrease in value of the items the use has caused. Where applicable we will give you a full refund of the purchase price, including the original shipping charges for the items that you return to us. The refund will be paid back to the credit card used to pay for the order within 14 days of receiving the notification.

However the refund will not be paid before we have received the items at our warehouse or we have received documentation proving the items have been shipped.

The shipping expenses for returning an order are not covered by us, and must be paid by you, and must also be arranged by yourself.

The items are your responsibility until they reach our warehouse.

Please make sure you pack the return safely to prevent any damage to the products or boxes. Make sure the product's original packaging is intact. Please keep receipts and tracking numbers as proof of sending the items back.

Return Shipping Costs:

The return shipment cost must be paid by you, and is not covered by Christina Lundsteen ApS. Please see below for estimates on return shipping costs.

DENMARK:100-150 DKK
EUROPE (EU):25-100 EUR
EUROPE (NON-EU):80-150 EUR
REST OF THE WORLD:100-150 USD

(Based on standard charges for a small package of approx 1kg weight. Denmark: Based on Post Danmark package from 1-5 kg. Please see Post Danmark directly for quote for your package.)

Damaged or faulty items

We want all our customers to receive high quality products. If there is something wrong with the product you have received or if your delivery is not identical to your order (wrong product or if a product is missing), please contact us at: christina@christinalundsteen.com. If you send us an e-mail, please include as many details as possible including your order number as well as some pictures if there is something wrong with one of the products. You are entitled to give notice of defects for a period of 24 months. If something is wrong with the product, your claim should be sent to us as soon as possible from the time that you notice the problem. You can either have a new product sent, a discount or return the product for a refund. This will be decided from case to case. Accordingly, the provisions on defects in the Danish Sales Act apply. If you send back damaged or faulty items please send us an e-mail. Send it along with the items you wish to return. The items are your responsibility until they reach our warehouse. Please ensure you pack the return safely to prevent (any further) damage to the products or boxes. And please keep receipts and tracking codes as a proof of sending the items back. Please note that items bought on sale cannot be exchanged.

Return address:
Christina Lundsteen ApS
Rolighedsvej 10A
2942 SKODSBORG
Denmark

Deliveries

We will expedite your order as soon as possible. All orders are fulfilled at our warehouse in Skodsborg, Denmark within 2-7 business days. All orders are subject to availability. When your order is placed we will send you an order confirmation. Once your

package is shipped we will send you an email with a tracking number for the package.

Shipping Charges

For shipping charges, please view information at check out

Insurance and delivery

Christina Lundsteen ApS insures each purchase during the time it is in transit until it is delivered to your specified delivery address. We require a signature for any goods delivered, at which point responsibility for your purchased goods passes to you.

Payment & Prices

We accept card payments by Dankort, Visa/Dankort, Visa, Visa Electron, JCB, Maestro, Eurocard and MasterCard. The full amount will be charged on the date of the purchase. If your country is part of the European Union (EU), prices include Danish VAT at 25 %. Shipping costs will be added to your order. Orders to countries outside the EU may be subject to VAT, import duties and/or taxes, which are levied once your package reaches your country. Christina Lundsteen ApS ships your package according to Incoterm Delivered Duty Unpaid (DDU), which means we do not collect VAT, duties and/or taxes on orders to countries outside the EU and we cannot predict what your particular charges may be. If you do incur any such additional charges they must be rendered in order for your package to clear customs. Please contact your local customs office for further information.

Collecting Orders

All orders are shipped with a freight forwarder. Orders can be tracked via freight forwarder's website. Once the parcel has been shipped, you will receive an e-mail with a tracking number. Due to courier restrictions and the risk of credit card fraud we cannot deliver to PO Boxes.

Uncollected items

Shipping costs will not be refunded for uncollected or rejected items.

Disclaimer of liability

We do not guarantee that all the items available at the Christina Lundsteen web shop are in stock at the time of your order. Christina Lundsteen ApS cannot warrant that the content of the site is at all time free of inaccuracies or typographical errors. Neither can we guarantee that all information is up-to-date. Christina Lundsteen ApS may at any time change the content of the site.