



## **PURCHASE TERMS FOR ORDER PRODUCTS FROM RUSTA**

### **Order**

Products are ordered and paid for in-store at the time of purchase.

### **Price and payment**

The applicable prices are those displayed in-store and on rusta.com, with reservation for any printing errors and local deviations. Freight costs of SEK 499\* will be charged for home delivery. All prices are in Swedish krona and include 25% VAT. Payment is accepted in cash, or by card or Rusta card (local deviations can occur). Rusta requires payment in advance.

### **Delivery time**

Normal delivery time is 3-7 business days. Store personnel will contact the customer when the products have arrived. In case the customer cannot be reached, it is the customer's responsibility to contact the store. Ordered products are delivered to the store.

### **Claims & Warranty**

Rusta offers 3 year warranty for all products unless stated otherwise, except for consumables. The warranty is valid from the purchase date. A copy of the receipt must always accompany any warranty claims. The warranty is valid for manufacturing faults, or if a product breaks or is damaged despite normal use. If Rusta cannot rectify the fault with servicing or spare parts, we will initially replace the product. If you wish to make a complaint about an order product, please contact Rusta Customer Service.

### **Return policy**

At Rusta, you have an up to 30 days right of withdrawal and return, 365 days if you are a member of Club Rusta. This deadline applies from the date you receive the product. The goods must be unused and returned in its original packaging on presentation of the receipt. If you wish to cancel your order, visit rusta.com and fill in the form for cancelling purchases. Rusta Customer Service will then contact you to deal with the matter. If the order has already been dispatched, Rusta must receive the returned product before your money can be refunded. If you receive notification from DHL in the form of a text message/letter, do not respond to it. A refund will be issued as soon as possible, and no later than 14 days from the product having been returned and having arrived at our warehouse.

### **Personal data**

Rusta collects and stores personal data about you that you provide to Rusta. The personal data that is processed is the information that you provide to us, such as, name, postal and invoice address, email, social security number, etc. The information is processed to fulfill the agreement with you. Complete information on how Rusta processes personal data is described in Rusta's privacy policy.

I have checked that my sales order is correct and that I have read and approved the terms of purchase:

Date and place: \_\_\_\_\_

Signature: \_\_\_\_\_

Name clarification: \_\_\_\_\_



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