

TERMS

GENERAL

Welcome to "Shadida Trading Company AB" (later referred to as "Coco Casing") and our website, cococasing.se. These Terms and Conditions ("Terms") apply when you make an order through cococasing.se and related pages ("Website") as a consumer ("You"). The terms constitute an agreement between you and "Shadida Trading Company AB", organisational number: 559356-9345, Kristianstadsgatan 10, 214 23 Malmö, Sweden ("Coco Casing" or "we").

The terms are only applicable to you who are consumers and who make orders through the website. We kindly ask you to read the Terms and Conditions before further use of the website.

By making a purchase and using this website, you agree to the following terms.

To be able to order on the website you must be 18 years old. "Coco Casing", according to Swedish law, does not accept credit purchases for persons under 18 years of age. We reserve the right to refuse or change your order in individual cases (for example, if you have provided incorrect personal information and/or have payment remarks).

"Coco Casing" reserves the right to end sales and any image and writing errors on the site, such as product description or technical specification, incorrect pricing, and price adjustments (such as changes in prices from suppliers or currency fluctuations), or incorrect information about inventory. "Coco Casing" is entitled to correct any errors and to change or update the information at any time. If an incorrect price has been specified for an item you have ordered, we will of course inform you of this and await your approval of the corrected price before continuing with the order. All image information on the website is for illustrative purposes only. Such illustrations can not be guaranteed to reflect the number of goods you receive or the exact appearance, features, or origin of the product.

The website, as well as all content on this, is owned by "Coco Casing" or its licensor. The information is protected by, inter alia, intellectual property, and market law. This means that trademarks, company names, product names, images and graphics, designs, layouts, and information about goods, services, and other content may not be copied or used without the written permission of "Coco Casing".

PERSONAL INFORMATION

When you shop on our website, we will save some of your personal information in order to complete your purchase. You have the right to request access to your data and if any information is incorrect, you may have it changed or deleted. We may also use cookies, for example, to enhance your experience with this website. You can read more about how we use personal information and cookies here: <https://www.cococasing.se/privacy-policy>.

RATES, FEES AND PAYMENT

Once we have received an order from you, we will send a confirmation to your email address. It is therefore important that you enter the correct information when making an order. We recommend that you save the confirmation to facilitate any contact with our customer service. Confirmation also represents your receipt of the purchase.

You can choose to pay by bank, credit card, or by invoice. "Coco Casing" is entitled to withdraw money already in connection with the order, unless invoice payment or other similar payment method has been chosen by you and approved by "Coco Casing". In case of an invoice or partial payment, our partner can make a credit statement. You will then be informed of this. "Coco Casing" reserves the right not always to offer all forms of payment, or change the payment method if what you selected for some reason does not work at the time of purchase. Please note that any restrictions on payment options are listed on the website.

Purchase by invoice administered by Klarna, this service can only be used by customers in specific countries in Europe. When paying by bank or credit card, Adyen B.V. and Stripe will clear all our bank transactions. "Coco Casing" itself does not store or manage any bank or credit card numbers.

"Coco Casing" may offer promotions on the website that have more favorable terms than those appearing in these "Terms", such as Discounts or extended cancellation rights. These more favorable terms apply as long as the campaign is active and for the specific goods specified by the "Coco Casing" in connection with the campaign. We reserve the right to withdraw such promotions at any time. Upon termination or withdrawal of a promotion, these Terms and Conditions apply without modification. Offers on specific products on the website are valid for a limited time and as long as the stock is sufficient.

DELIVERY AND DUTY

Items in stock are usually shipped within the number of working days stated on the website. Unless otherwise agreed, for example, In conjunction with the reservation of items not in stock.

You are entitled to cancel an order if it has not been sent.

If you find that the delivery of a product is unusually delayed, which means that you no longer wish to complete the purchase, it is up to you to make a decision if you want to make a cancellation. In case the shipment has already been sent, the customer must receive the order. Cancellation is not valid until a confirmation has been received from us. If a product is no longer sold, "Coco Casing" has the right to cancel the purchase and make a refund. We will notify the customer if a return item or equivalent product is available.

"Coco Casing" liability for defects in connection with delivery is limited in accordance with the applicable delivery terms for the current delivery and the terms and conditions of these Terms.

Our liability to you for any losses or damages arising from your order on the website is limited to the total amount of your order. "Coco Casing" has no liability for indirect losses.

AGE AND RIGHTS

You are entitled to replace one / all products you have purchased directly from our site within 30 days of receipt of the product.

The product should be in the same condition as when it was received. The product should also be in its original packaging with intact labels and protective stickers.

A product can only be exchanged for a product of the same value. If you want to switch to a more expensive or less expensive product, a return must be made and we will issue a full refund. After this, you may wish to place a new order for the right product.

Products purchased directly from our website must be returned to our warehouse for a replacement to be made.

Please note that you may need to pay for the shipping package. On the other hand, "Coco Casing" pays shipping costs when the new product is sent to you.

You always have 14 days of withdrawal from the day the goods were received. We will refund all goods not used or in a substantially unchanged condition.

"Coco Casing" pays back the amount as soon as possible, but no later than 14 days from the date we received your notice of exercise of the right of withdrawal. However, "Coco Casing" may wait for the refund until we receive the item or you have shown that the item has been shipped, for example. Through a delivery receipt.

The refund will be made to you via the payment option you chose, provided that nothing else is agreed upon or there is any barrier to such a refund

Please note that if you choose to pay with an invoice, the 14 days on the invoice will begin from the day the package is shipped. You will be liable for payment throughout the return or exchange process.

WARRANTY AND RECLAMATION

The "Coco Casing" warranty applies for 12 months. The products are manufactured to meet our high-quality standards, in addition to the products covered by our warranty against manufacturing defects. To report a warranty case, contact customer service.

Note that the "Coco Casing" warranty does not cover:

Defects and damage caused by loss, theft, fire, or water.

Faults or damage caused by improper use, cravings (strokes, buckles, cuts, cases, etc.), accidents, or unjustified repair or modification.

Aesthetic changes, defects, and damage due to normal wear and aging (eg minor scratches, wear of leather and flaked color, etc.).

Failure to follow care instructions may void the warranty.

It is important that you as a customer carefully examine the item when you receive it. If your goods have been damaged during transport, you must report this to the carrier as soon as possible. This applies regardless of whether it is a visible injury or not. If after receipt of the product you find that it is damaged or does not correspond to your order, please contact us within 30 days.

Any complaints should be made to our customer service. Please provide us with your order number and the reason for your complaint and we will return with further instructions.

Wrong products returned to us should be treated with care by the customer. Whatever the reason for return, it is very important that the product is packaged so that it can not be damaged during transport. If a product is to be replaced, this is done against a product of the corresponding model. If a particular product is no longer available, the customer is entitled to repayment instead.

If there is a dispute between you as a customer and "Coco Casing" and we are unable to resolve the dispute, you can send a complaint to the EU Online Dispute Resolution. More information can be found at the following link <http://ec.europa.eu/odr>.

USER-GENERATED CONTENT

Our website may include user-generated content from, for example, social media. "Coco Casing" accepts no legal responsibility for such material. In case you suspect a copyright infringement, infringement of another right, or for any other reason, you would be offended by content posted on the website, please contact our customer service.

OWNERSHIP

All goods remain "Coco Casing" property until full payment has been made available to the company.

All fraud cases are reported to the police. "Coco Casing" reserves the right to cancel a purchase if fraud is suspected.

FORCE MAJEURE

In the event of war, warlike event, civil war, revolution, rebellion, government action, strike, lockout, blockade, natural disaster or similar event, technical problems, electrical/phone/data communications, or other communication errors and errors or delays in subcontracting services Due to circumstances stated herein, "Coco Casing" will be able to apply to force majeure. These circumstances shall constitute grounds for exemption which imply exemption from damages and other penalties. If this happens, we will try to inform the customer about this. In case of any dispute, we will of course follow the decision of the Swedish Complaints Board.

APPLICABLE LAW AND JURISDICTION

Swedish law applies to these terms and conditions and your use of this website. To the extent permitted by law, the Swedish court shall have exclusive jurisdiction in respect of any dispute arising out of these Terms of Use of the Website, except in cases where "Coco Casing" elects to take legal action against a Customer / User where it has Their residence.

MODIFICATION OF TERMS

"Coco Casing" reserves the right to make changes to these Terms at any time. Any changes to these Terms and Conditions will be published on the website. Changes are made to the acceptance of the Terms (in conjunction with a new purchase or visit to the website), or 30 days

after we have informed you of the changes. However, "Coco Casing" recommends that you stay updated on the website regularly to be aware of any changes to the Terms.

INVALIDITY

If a competent court, authority, or arbitration panel finds that any provision of these Terms is invalid or unenforceable, the provision in question and all other provisions shall be valid and enforceable to the extent permitted by applicable law. The provisions declared void or unenforceable will be replaced by relevant legal guidance and advice.