

## 1. About Karre Byaförening Gilisearvi Kylähistys

The association is headquartered in Karesuando, Laestadiusvägen 111, 986 31 Karesuando. If you wish to get in touch with us, send an email to [midnattssurret@gmail.com](mailto:midnattssurret@gmail.com) with your matter and contact details and we will hear from you shortly.

## 2. Order

When you have completed 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 there is something wrong with the order confirmation, you should immediately contact us via email to [midnattssurret@gmail.com](mailto:midnattssurret@gmail.com)

## 3. Delivery

Our normal delivery times vary depending on weekends and weekdays. If there are delays in delivery (without us having notified you of a longer delivery time), you should contact us at the following email address: [midnattssurret@gmail.com](mailto:midnattssurret@gmail.com)

## 4. Prices

All prices in the store are stated in SEK and all prices include VAT.

We reserve the right to change prices and reserve the right to adjust the price.

## 5. Right of withdrawal

When purchasing goods on the website, you as a customer have a 14-day right of withdrawal that applies from the day you have received an item that you have ordered.

### 5.1 When exercising your right of withdrawal:

You must notify us of your withdrawal. The message must be sent to us at [midnattssurret@gmail.com](mailto:midnattssurret@gmail.com). Your message must clearly state your name, address, email address, order number and which goods the return applies to.

You should return the products to us immediately and no later than within 14 days of the withdrawal notification.

You are responsible for return shipping, delivery and condition of the products upon return, the products should therefore be sent well packaged and in their original packaging.

From the refund amount, we reserve the right to deduct an amount corresponding to the decrease in value compared to the original value of the product in the event of a used or damaged product.

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

Products that have been sealed (sealed) for health or hygiene reasons and where the seal (seal) has been broken by you.

Products that are in the nature of sealed sound or image recordings and where the seal has been broken by you.

Specially manufactured products that have been tailored specifically for you or have a clear personal touch according to your wishes.

Services that have been completed and where you have expressly agreed to the service starting without a right of withdrawal.

Goods that can deteriorate quickly, such as food.

Single issues of newspapers or magazines.

For more information on the statutory right of withdrawal, see [here](#).

## 6. Complaints and returns

We inspect all products before they are sent to you. Should the product still be damaged when it arrives, we undertake in accordance with applicable consumer protection legislation to rectify the defect free of charge.

You must always contact us for approval before returning a defective product.

The complaint must be sent immediately after the defect has been discovered.

### 6.1 How do you proceed with a complaint?

Any errors and defects must always be reported to [midnattssurret@gmail.com](mailto:midnattssurret@gmail.com), stating your name, address, email address, order number and a description of the defect.

If we are unable to rectify the defect or deliver a similar product, we will refund you for the defective product in accordance with applicable consumer protection legislation. We are responsible for return shipping for approved complaints.

We reserve the right to refuse a complaint if it turns out that the product is not defective in accordance with applicable consumer protection legislation. When making complaints, we follow guidelines from the Swedish National Board of Complaints, see [arn.se](http://arn.se).

## 7. Limitation of liability

We do not accept liability for indirect damage that may arise due to the product.

We do not accept liability for delays/errors due to circumstances beyond the company's control (Force Majeure). These circumstances may include, for example, labor disputes, fire, war, government decisions, reduced or non-existent delivery from the supplier.

Furthermore, we do not accept liability for any changes to products/product characteristics that have been changed by the respective supplier and other factors beyond our control.

## 8. Product information

We reserve the right for any printing errors on this website and 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 monitor, photo quality and resolution. We always try our best to expose the products as accurately as possible.

## 9. Information about Cookies

According to the Electronic Information Act, visitors to a website must be informed for privacy purposes that cookies are used. The information in the cookie can be used to track a user's surfing. A cookie is a small text file that the website you are visiting requests to be saved on your computer to provide access to various functions. You can set your browser to automatically refuse cookies. More information can be found on the Swedish Post and Telecom Agency's website.

## 10. Personal data

By shopping at Karre Byaförening Gilisearvi Kylähistys, you accept our data protection policy and our processing of your personal data. We protect your personal integrity and do not collect more data than is necessary to process your order. We never sell or pass on your data to third parties without a legal basis.

Karre Byaförening Gilisearvi Kyläyhystys is responsible for the processing of personal data that you have provided to us as a customer. Your personal data is processed by us in order to be able to handle your order and in cases where you have requested newsletters or campaign offers - in order to be able to adapt marketing to your individual needs. The information below is a summary of how we store and process your data in accordance with the General Data Protection Regulation (GDPR).

#### 10.1 What is personal data?

Personal data is all information that can be directly or indirectly attributed to a natural person.

#### 10.2 What data do we store?

In order to be able to handle your order and answer questions related to your order (customer service), we store your first and last name, address, telephone number, e-mail address, IP address and purchase history.

Your data is stored as long as we have a legal basis to process your data, for example to fulfill the agreement between us or to comply with a legal obligation according to, for example, the Accounting Act.

#### 10.3 Legal basis

In connection with a purchase, your personal data is processed to fulfill the agreement with you.

Marketing, campaigns and similar mailings take place after your consent.

#### 10.4 What data is shared and for what purpose?

##### 10.4.1 Payment provider

When making a purchase, information is shared with our payment provider. What is stored is your first name, last name, address, e-mail address and telephone number.

If you choose to pay by invoice, your social security number is also saved with the payment provider. The information is saved to be able to complete the purchase and to protect the parties against fraud.

The payment providers (payment services) that we use are:

##### 10.4.2 Shipping companies

In order to deliver your orders and complete our agreement, we must share specific information with the shipping company.

What is shared with the shipping company is your first name, last name and address details for delivery.

Your email address and/or mobile number may also be shared with the shipping company for notification.

#### 10.5 Right to access

You have the right to receive an extract of all information we hold about you. Extracts are delivered electronically in a readable format.

#### 10.6 Right to rectification

You have the right to ask us to update incorrect information or supplement information that is incomplete.

#### 10.7 Right to be forgotten

You can ask us to delete your data at any time.

There are a few exceptions to the right to deletion, such as if it must be retained because we must comply with a legal obligation (for example, according to the Accounting Act).

#### 10.8 Data protection officer

Karre Byaförening Gilisearvi Kyläyhystys is responsible for the storage and processing of personal data in the online store and ensures that the rules are followed.

#### 10.9 How we protect your personal data

We use industry standards such as SSL/TLS and one-way hash algorithms to store, process and communicate sensitive information such as personal data and passwords in a secure manner.

#### 11. Changes to the General Terms and Conditions

We reserve the right to make changes to the terms and conditions at any time. Changes to the terms and conditions will be published online on the website. The changed terms and conditions are considered accepted in connection with an order or visit to the website.

#### 12. Disputes and choice of law

In the event that a dispute cannot be resolved in agreement between the company's customer service and the customer, you as a customer can contact the Swedish General Complaints Board, see [arn.se](http://arn.se). For residents of an EU country other than Sweden, you can submit a complaint online via the EU Commission's platform for dispute resolution, see <http://ec.europa.eu/consumers/odr>

In the event of a dispute, we will follow the decision of ARN or a corresponding dispute resolution body.

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