

# TERMS OF DELIVERY

Dear Customer

RESTAHEAD WEBSHOP is a Danish Webshop owned by Restahead ApS

Our Company Data are:

RESTAHEAD WEBSHOP  
Restahead ApS  
Enrumvej 14  
DK-2942 Skodsborg  
CVR-nr: 31 26 46 69  
shop@restahead.com  
www.restahead.com

The primary objective of RESTAHEAD WEBSHOP is to sell the RESTAHEAD™ neck rest, which is a Danish product developed and designed by Jesper J. Lange.

The RESTAHEAD™ neck rest is an entirely new and different design. Patented worldwide.

If you would like to get in touch with us we kindly ask you to write to us at shop@restahead.com, since at present we do not offer sales and customer service via the telephone. We will revert to you as soon as we can either by email or telephone, and typically within 24 hours.

Restahead ApS is registered in Denmark, and all agreements with RESTAHEAD WEBSHOP are subject to Danish law and venue.

Please beware that for shipment outside of EU the order will be processed without Danish VAT, and the recipient is responsible for declaring the goods and paying any required duties, taxes/VAT and declaration fees, applicable in the recipient country.

## **Prices**

All prices in the English version of RESTAHEAD WEBSHOP includes 25% Danish VAT and are given in EUR, where nothing else is mentioned.

We deliver in Europe and selected other countries. If you don't find your country in the list then please don't hesitate to write to us at shop@restahead.com.

Reservations are made for misprints, fiscal and exchange rate changes.

## **Order Confirmation**

All orders are automatically confirmed by e-mail to the e-mail address provided by you when entering your order.

When your order has been expedited you will receive another automated e-mail from us.

## **Payment Methods**

RESTAHEAD WEBSHOP receives payment by Dankort, edankort, MasterCard/EuroCard, Maestro, Visa, Visa Electron, JCB and American Express. The payment will be withdrawn from your account when the goods are sent. All your card information is encrypted by use of SSL (Secure Socket Layer) protocol. This means that extraneous cannot read your card number or other information under the transaction with Nets (One of Northern Europes largest providers of payment solutions and transaction clearing companies).

## **Shipment and Delivery Time**

In Denmark we typically deliver within 3 working days after receiving your order. For shipping destinations outside of Denmark the delivery time may be a little longer depending on destination country. We ship by Post Danmark.

We make reservations for sold out items and any delays by the mail service provider.

## **Complaint Right**

Under the Danish "Sale of Goods Act" (Købeloven) you as a customer have 2 years complaint right. This right covers the right to complain over deficiencies or comprehensive fabrication and material fault that were present when the product was sold. The complaint right does not cover faults, damages or wear directly or indirectly arisen due to wrongful usage, bad maintenance, violence, or unauthorised interference. To this end please be aware that the RESTAHEAD neck rest is washable at up to 40 degrees C, and that the product must not be tumble dried, dry cleaned or chlorine bleached. Complaints over deficiencies should be directed at RESTAHEAD WEBSHOP via e-mail or per letter within reasonable time after the deficiency has been or ought to have been discovered by common inspection.

When the goods have been received by RESTAHEAD WEBSHOP and approved, the repaired goods or a replacement will be returned or a full or part reimbursement of the purchasing price as well as reasonable cost of postage transferred to your account.

Mark the package COMPLAINT

The expedition will be furthered if complete information follows the package with the goods incl.:

- Order Number
- Copy of invoice or order confirmation, so that we can see that the product was actually purchased via RESTAHEAD WEBSHOP
- A brief description of the deficiency(ies)

The package will not be processed until we have received a copy of the Invoice or Order Confirmation.

Goods that are not covered by the complaint right may be returned to sender by pre-payment of cost of postage.

## **Right of Withdrawal**

In case of internet and telephone sales you have the right to regret your purchase and return the goods and get the Purchase Amount refunded so long as you return the goods unused in original packing within 14 days after the goods were transferred to you by the seller.

For you as a customer to be able to use the right of withdrawal the goods must be returned in essentially the same condition as by the transferral, which for the headrest means unused and in original packing.

When the returned goods have been received and approved by RESTAHEAD WEBSHOP the purchase price will be credited to the same account/credit card that was used for the purchase within a few days.

The cost of return is paid by you the customer.

Mark the package RETURN.

The expedition will be furthered if complete information follows the package with the returned goods incl.:

- Order Number
- Copy of invoice or order confirmation so that we can see that the product was actually purchased via RESTAHEAD WEBSHOP

The package will not be processed until we have received a copy of the Invoice or Order Confirmation.

Practical Information regarding Return of Goods by Withdrawal

Please note that we do not accept goods that are sent by C.O.D. (cash on delivery) or without postage.

There are two ways for you to return the goods:

1) You can refuse to receive the package from the post delivery provider. If you chose to do so we kindly ask you to inform the post delivery provider that they can return the package to RESTAHEAD WEBSHOP immediately.

2) You can return the received goods to RESTAHEAD WEBSHOP according to the information listed above under RIGHT OF WITHDRAWAL.

## **Reimbursement**

In case of agreed deductions or returned goods there will be a full or part reimbursement of the Purchase Amount. The reimbursement will normally always be directly to the account/credit card used for the purchase in question.

## **Address**

RESTAHEAD WEBSHOP  
c/o Restahead ApS  
Enrumvej 14  
DK-2942 Skodsborg  
DENMARK

shop@restahead.com