

## Conditions of Sale

These conditions of sale apply to the sale of any of the products listed on this website ([www.vincentandscales.com](http://www.vincentandscales.com)). Please read these conditions of sale carefully before ordering any products from this website. You should understand that by ordering any of our products, you agree to be bound by these terms and conditions as set out below.

### INTRODUCTION

1. These Conditions of Sale are issued by:  
Vincent & Scales AB  
Östra Kennelvägen 24  
237 35 Bjärred  
Sweden
2. You will be requested to confirm that you acknowledge and accept these sales conditions during the order process. You will do that by ticking a check box when prompted during the web-shop checkout process or by signing and returning this document to us in case you order by telephone or e-mail.
3. We recommend that you print a copy these conditions of sale for future reference.

### PURCHASING ELIGIBILITY

4. By placing an order online, by telephone, or via e-mail you represent and warrant that you:
  - a. are at least 18 years old;
  - b. are legally capable of entering into binding contracts; and
  - c. have a shipping address in the EU, Norway, or Switzerland, if ordering online through our web-store. For shipping addresses outside these countries, please order by telephone or e-mail. Please note that we do not ship to certain addresses, such as PO boxes.
5. If you are contracting as a consumer, please note that nothing in the contract between you and us or in these conditions of sale affect your statutory rights as a consumer under any applicable law.
6. Any order in contravention of these sales conditions shall be null and void.

### PURCHASE OF GOODS AND ORDER PROCESS

7. Orders placed online will be processed under these conditions of sale as follows:
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# VINCENT & SCALES

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- a. After choosing a product, you move to the checkout process by clicking the PURCHASE button. Before you continue the checkout process, we recommend that you verify your order. You can only remove products from your order before you confirm the order.
- b. When ordering by the telephone, we will complete the online order process on your behalf. You will be required to provide personal information as applicable, such as shipping address, billing address, and payment details. You warrant that all personal information given to us is true and correct when given. Please see our Privacy Policy for more detailed information about how we may use or keep your personal information.
- c. After placing an order, you will receive an e-mail with the order confirmation. As soon as we have processed the order details, we will revert with an order confirmation, which will include an estimated time of delivery. The order confirmation will constitute the binding contract between you and us. Note that we reserve the right to reject any order for any reason.
- d. The contract relates only to the ordered products that are confirmed in the order confirmation.
- e. We will keep you informed of the progress of the order during the production process, and prior to delivery, we will notify you about the delivery details.

## PRICES, TAX, AND SHIPPING COST

8. The prices quoted on the website include VAT but do not include shipping costs and other taxes. The online prices are quoted in Euro (EUR).
9. Orders with a shipping address in the EU, Norway, or Switzerland are shipped free of charge.
10. Vincent & Scales reserves the right to update prices and shipping costs at any time without prior notice. Changes of prices or shipping costs will not affect already confirmed orders.
11. Despite our best efforts, the prices quoted on the website may be incorrect. We are under no obligation to provide the product to you at the incorrectly stated price, even after we have sent you an order confirmation, provided that the pricing error is obvious and should have reasonably been recognized by you as mispricing.

## PAYMENT

12. You may pay by credit card or debit card as detailed in the ordering process. All cardholders are subject to validation checks and authorization by the card issuer. Your personal information may be shared with such third parties to enable us to perform the needed controls and process the payment, in accordance with our Privacy Policy.
13. In case you prefer to make the order by telephone, you will have to communicate your credit card or debit card number, your security code (CVV2 or similar), and any other information necessary to process your order.
14. If the issuer of the credit or debit card refuses to authorize your payment, you will need to contact the issuer to solve the problem. We will not be liable for any delay or non-delivery that result from non-authorization.
15. Bank wire transfers can be arranged only by contacting us directly and is not available for online orders. Please contact us by telephone or e-mail to place your order. We will process your order when the bank transfer payment is received. After placing your order with us, we will hold it open for seven days. If funds are not credited into our account within this time, the order will be cancelled.
16. In any case, payment must be made before any product is delivered. We will ship the product after receiving the full payment. The contract between you and us may be terminated upon written notice if you fail to make timely payment without good reason.

## DELIVERY

17. We ship our products using normal case courier services, such as DHL or similar. We will send you a shipping notice before the shipment. The place of delivery is as stated in the order confirmation.
18. The transfer of ownership takes place upon delivery of the products, and at the same time, the risk of loss passes over to you. For purposes of this provision, risk means the responsibility for damage caused by us handling or storing the products. At any time prior to ownership passing, we may reclaim any product shipped or ordered, if you are in breach of these conditions of sale.
19. In case a product is missing, damaged, or defective upon delivery, you must promptly notify us following delivery. For contact information please see the contact page on the website.

## RIGHT OF CANCELLATION

20. If you are a customer based in the European Union (EU) or European Economic Area (EEA), you have the right to withdraw from a contract to purchase our products within 14 days without giving any reason. The withdrawal period expires after 14 days from the day on which you acquire, or a third party or other carrier indicated by you acquires, physical possession of the goods.

To exercise the right to withdraw of withdrawal, please contact us using the contact information on the website. We will send you a written return number.

21. If you decide to cancel the order, you must return the products in the original box (including any accessories which were included in the price of the products) with proof of purchase in their original condition, undamaged, and at your cost. If not all accessories that were included with the products and/or the original box are returned, we shall be entitled to charge you for the cost the missing items. If you do not return the products to us in accordance with these conditions of sale, the products must be available for collection and we may charge you the costs incurred in collecting the products.

22. If you cancel the contract between you and us in accordance with these conditions of sale, we will refund you the price paid in the contracted currency, less the direct cost of collecting the products (where applicable), within 14 days of the day we receive the products back.

23. If the products are damaged upon arrival and the damage is not related to transportation, we will deduct the cost of refurbishment or replacement from the refund.

## RETURN PROCESS

24. To make the return process easier for you, please follow these instructions:
- a. First, contact us by telephone or e-mail to inform us of your decision to return the product. We will provide you with a return number and return form with detailed instructions of the return process. Note that the communication cost will not be surcharged to us.
  - b. Fill out the required information on the return form including the return number and sign it.
  - c. Include the completed return form with the product and all accessories, including the manual and certificate, as applicable, and all other documents in its original box.
  - d. Seal the delivery package.
  - e. Contact us to arrange the shipment and pick up.
  - f. Have the package available for pick up at the agreed time with the carrier.
  - g. Upon receiving the return, Vincent & Scales will verify that the product complies with these conditions of sale.

25. All returns will be strictly inspected and controlled by Vincent & Scales to ensure that the returned products satisfy these requirements. If the returned products are approved and accepted by Vincent & Scales, the refund will be processed.

## Warranty

26. We will use our best efforts to ensure that our products meet the company's strict quality criteria and that they have passed all the technical and aesthetic controls prior to delivery. All watches offered on this website are covered by a manufacturers warranty. Please see the separate Warranty Conditions for more information.
27. To submit a warranty claim, use the procedures set forth in the Warranty Conditions and on the warranty page under Service on the website.

## REPAIR, SERVICE, AND MAINTENANCE

28. For any repair, service, or maintenance requests, please refer to the Service page on our website for full information on our service program and repair work.

## LAW AND JURISDICTION

29. These conditions of sale shall be governed by and construed in accordance with laws of Sweden, without reference to conflict of law provisions, and with exclusion of the United Nations convention on contract for the international sale of goods.
30. The relevant courts of Sweden shall have exclusive jurisdiction in respect of any dispute arising from contracts between you and us under these conditions of sale.

## REVISION

31. Latest update: 2017-03-02