

General Terms And Conditions

Order confirmation

When you place an order on our Webshop, you will receive a confirmation email of said order. This document will act as your receipt and proof of purchase.

Prices

All prices on this page is in DKK and includes 25% VAT, any additional credit card fees are not included in this price. Miild A/S will not be liable for any additional charges in pay and will also not be liable for any mistake regarding pricing on this Webshop

Cancellation of order

Should you wish to cancel your order – this will have to be done within 24 hours of your purchase. Cancellation can be done on e-mail: shop@miild.dk and on telephone: +45 70 60 54 44

Payment

Payment of the ordered goods can be done by using credit cards (Dankort, Visa, Mastercard og Visa Electron etc.) All payment information will be confidential – meaning that no third party will be able to obtain the information. The money will be withdrawn from your card at the moment of payment.

Shipping and delivery

Miild will pack and send your goods within 48 hours of accepted payment. Should the order be be pleased on a holiday or during the weekend, your order will be send to you the first following work day. The delivery time will normally be 1 to 3 work days(In Denmark) 5-6 workdays(In Scandinavia). Some goods – labelled as special order goods can however have a longer time of delivery. If you want the goods delivered on Bornholm or other unabridged islands, you can expect an extended delivery time.

If you should pre-order an item which is no longer in stock, we will contact you when we have it in stock and are ready to ship it to you.

If you do not receive your goods within the abovementioned timeframe, we ask you to immediately contact our customer support on +45 70605444 or on mail shop@miild.dk.

Miild is not liable for any delays or errors made by a third party or a subcontractor in regards to the shipment of the ordered goods.

Right of cancellation/return

When you have received the goods your warranty period is 14 days – should you wish to exercise this right you will have to notify us within this period of time. You can not cancel your purchase by simply refusing to accept the goods on arrival. Should you want to cancel your order, you will need to notify Miild explicitly you can do this by contacting shop@miild.dk or +45 70 60 54 44. Should you wish to return the item to Miild please send it to Miild A/S, Vesterhavnen 15, 1. 2., 5800 Nyborg, Denmark. Please attach the bill or our standard cancellation formular which you will find at the bottom of these terms and conditions.

After notifying us on your wish to cancel you will have 14 days to return the item to Miild.

All expenses regarding the return of the item will be covered by you. You should make sure that the item is packed accordingly and you will be responsible for mailing the item within the previously mentioned timeframe – We will not accept returned goods if the packaging is in any way breached. If you have purchased the item in the webshop we would like you to inform us about your banking information so that we can return the paid amount to you – We will need the following: Name of bank, registration number (4 digits) and account number (10 digits). We will return the paid amount (withdrawn the amount of any damages) the same day as we receive the returned goods and examined them. Delays may however occur and Miild is not liable for any losses in interest rates etc.

Warranty

Should your purchase fall into one of the blow mentioned categories the abovementioned warranty period of 14 days cannot be used:

Items that have been in any way processed according to your specifications and been personalised in any way.

Regarding other types of warranty we follow the rules stipulated within the Danish sale of goods act.

This means that we will cover any issues with the purchased item that stems from the production of it, or any error that occurs with the item during the normal usage of this. The warranty therefore will not cover any errors or failures that occurs as result of wrongful usage, lack of maintenance, violence or unauthorized changes to the item.

Should you in the examination of your received item realise that it is faulty you are obliged to notify us right away. Any kind of reduction in price or repair will be discussed after return of item. If you have purchased an item which will detoriate of natural causes, your warranty period is only as long as this period.

We Have the right to detain the paid amount until we have received the returned goods – however we will return the amount to you, if you provide us with valid information that you have in fact returned the item.

Privacy Policy

In order for you to be able to order goods from us – we require the following information: Name, current address, phone number, e-mail address – we will keep these for 5 years before they are erased. It will only be Miild that will have access to the disclosed information, and they will be stored in safety and not disclosed to any third party. If you wish to know what information we have stored on you – we will let you know if you contact us on shop@miild.dk.

Reservations and disclaimer

Miild will not be liable for any changes in taxations, technical errors and force majeure – including labour strikes - and as mentioned any delays in delivery caused by third party. We cannot guarantee that the webshop always will be working without errors, and can therefore not be liable for any issues that arise because of such error.

We at Miild have the right to modify or change our terms and conditions should we see fit – it is your responsibility to be updated on these, and therefore you should always read these which will be attached to your received goods.

The Webshop is governed by Danish law and any dispute will be settled by the Danish courts in Danish.

The following should only be filled out and returned to Miild, if you wish to cancel your purchase:

Miild A/S
Vesterhavnen 15, 1. 2.
5800 Nyborg
Denmark

(please attach your bill item number.: _____

Item name: _____

Date of purchase: _____

Order number: _____

Your name: _____

Your address: _____

Signature: _____

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