



## **PURCHASE TERMS FOR ORDER PRODUCTS FROM RUSTA**

### **Order**

Products are ordered and paid for in-store at the time of purchase.

### **Price and payment**

The applicable prices are those displayed in-store and on [rusta.com](http://rusta.com), with reservation for any printing errors and local deviations. Freight costs of SEK 299\* will be charged for home delivery. All prices are in Swedish krona and include 25% VAT. Payment is accepted in cash, or by card or Rusta card. Rusta requires payment in advance.

### **Delivery time**

Your goods will be delivered by DHL during daytime in Sweden. You can choose to have the goods delivered to your home, or to your nearest DHL terminal. The normal delivery time is 3–7 working days, and deliveries are made on ordinary weekdays in accordance with DHL's delivery schedule. If you miss your delivery, contact DHL to agree a new delivery time and to pay for redelivery. DHL will not leave your goods if you are not at home at the time you agreed.

### **Delivery terms**

Your goods will be delivered to the main door if you live in a multi-resident building, or to the edge of the property if you live in a detached house. Help to carry items is not currently offered. These terms only apply to passable roads on the mainland. For delivery to an island, delivery will be made to the nearest jetty on a passable road. It is the customer's responsibility to identify a suitable drop-off point. If the contact information on the customer order needs to be changed once the order has been placed, Rusta will charge SEK 299.

### **Sale or return**

At Rusta, you have a 30-day right of sale or return, with a 365-day right of sale or return if you are a member of Club Rusta\*\*. This deadline applies from the date you receive the product. The goods must be unused and returned in its original packaging on presentation of the receipt. If you wish to cancel your order, visit [rusta.com](http://rusta.com) and fill in the form for cancelling purchases. Rusta Customer Service will then contact you to deal with the matter. If the order has already been dispatched, Rusta must receive the returned product before your money can be refunded. If you receive notification from DHL in the form of a text message/letter, do not respond to it. A refund will be issued as soon as possible, and no later than 14 days from the product having been returned and having arrived at our warehouse. Rusta will refund what you paid for the product, minus a deduction of SEK 299 for return freight.

### **Transport damage**

If, on delivery, you discover that the goods have been damaged, you must not accept it. Inform the carrier, make a note of the damage on the delivery note and then contact Rusta's customer service as soon as possible.



If you discover that the goods are damaged after delivery, please contact Rusta's customer service within 5 working days and inform them that the item was damaged when it was delivered.

### **Service workshops**

For the purchase of selected products, Rusta offers servicing through service workshops. A till receipt must be produced when using Rusta's service workshops. All warranty servicing must be carried out by an authorised service technician at one of these workshops. The service technician will decide whether or not the work is covered by the warranty. For more detailed information, see [rusta.com](http://rusta.com).

### **Warranty**

If you experience problems with your product, you will find manuals and troubleshooting guides for selected products on [rusta.com](http://rusta.com). Rusta offers a 1-year warranty\*\*\* on all products, unless otherwise stated, with the exception of consumables. The warranty is valid from the purchase date. A copy of the receipt must always accompany any warranty claims. The warranty is valid for manufacturing faults, or if a product breaks or is damaged despite normal use. If Rusta cannot rectify the fault with servicing or spare parts, we will initially replace the product. If you wish to make a complaint about an order product, please contact Rusta Customer Service.

\* For Norway and Germany, delivery is currently free to the store. Home delivery is not possible.

\*\* Club Rusta is not currently available in Germany.

\*\*\* A 2-year warranty applies in Norway.