

# TERMS OF USE

## 1. RETURN POLICY

Please contact [jphinnovation.se](http://jphinnovation.se) before returning any items.

You can return the product within 30 days of delivery. The product must be in new condition. If the product is damaged or used, no refund will be made. Be sure to include contact information when returning a product. If possible, provide the tracking number and a brief description of the case.

[jphinnovation.se](http://jphinnovation.se) suggests that you obtain a receipt and a package ID for the return from the supplier, as it makes it easier to track the package if needed. [jphinnovation.se](http://jphinnovation.se) will refund valid returns. If you have paid by invoice, we need a bank account to refund to. The easiest way is if you send it to us by e-mail.

### 1.2 DISPOSABLE ITEMS

Some goods do not need to be returned. Fresh goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept intimate or sanitary products, hazardous substances, or flammable liquids or gases. Other examples of products that cannot be returned are: Gift cards, downloadable products and certain health and body care products.

### 1.3 SHIPPING

To be able to return your product, we need a receipt or proof of purchase. Please do not return the product to the manufacturer. Send your product instead to: [jphinnovation.se](http://jphinnovation.se), Södertälje, 152 43, Östergatan 30 C, Sweden  
You need to pay for your own shipping costs for products you return. Shipping costs are not refundable. If you receive a refund, the cost of the return will be deducted from the refund. How long it takes to receive a new product can be affected by where you live.

If you are sending an item worth more than SEK 700, it may be a good idea to use a trackable delivery service, or to purchase shipping insurance. We cannot guarantee that we will receive the item you return.

## 2. REFUND POLICY

Our policy is valid for 30 days. If more than 30 days have passed since your purchase, unfortunately we cannot offer you a refund or exchange. The product must also not have been used and must be in the same condition as when you received it. The product must be returned in the original packaging.

### 2.1 REFUNDS

Once your returned product has been received and checked, we will notify you by email. We will also let you know if we will make any refund or not.

If the return is approved, a refund will be made automatically to your credit card or other payment method within a certain number of days.

### 2.2 PARTIAL REFUNDS

There are some situations where we only make partial refunds (if applicable): Books with clear signs of use, CDs, DVDs, software, video games or discs that have been opened. Any items that are not in original condition, damaged or missing parts are not our fault. All items returned more than 30 days after delivery.

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## **2.3 LATE OR FAILURE TO REFUND**

If you have not received a refund, please first check your bank account as it usually takes some time before a refund is processed. Then contact your credit card company. Then your bank. If you have done all this and still have not received your refund, you are most welcome to contact us at: [info@jphinnovation.se](mailto:info@jphinnovation.se).

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## **2.4 SALE GOODS**

Refunds are only made for goods at regular price - not for sale goods.

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## **2.5 EXCHANGE**

We only replace items if they are defective or damaged. If you need to exchange an article, it is fine to contact us at [info@jphinnovation.se](mailto:info@jphinnovation.se) and send the article to: [jphinnovation.se](mailto:jphinnovation.se), Södertälje, 152 43, Östergatan 30 C, Sweden

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## **2.6 GIFTS**

If the item was marked as a gift at the time of purchase and it was sent directly to you, you will receive a gift card equal to the value of the gift. Once we have received the item, we will send you the gift card.

If the item was not marked as a gift at the time of purchase, or if the gift giver sent the item to themselves first, to give it to you later, we will refund the gift giver who is notified of the return.

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# **3. INTEGRITY POLICY**

## **3.1 WHAT DO WE DO WITH YOUR INFORMATION?**

When you buy something from our store, we collect personal information that you give us, such as your name, address and email address, as part of the buying and selling process.

When you look around our store, we also automatically receive information about your computer's IP address so that we can find out which browser and which operating system you are using.

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## **3.2 MARKETING VIA EMAIL**

If you give us permission, we can send you emails about our store, new products and other updates.

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## **3.3 CONSENT**

When you provide us with personal information to complete a transaction, verify your credit card, place an order, manage a delivery, or return a purchase, you consent to our collection of information and use for this purpose.

If we ask you for personal information for another purpose, e.g. marketing, we will either ask you directly so that you can agree to this or give you the opportunity to say no.

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## **WITHDRAWAL OF CONSENT**

If you regret it and do not want us to contact you, collect information or use your data, you can contact us at any time via our email [info@jphinnovation.se](mailto:info@jphinnovation.se) or send a letter to: [jphinnovation.se](mailto:jphinnovation.se), Södertälje, 152 43 , Östergatan 30 C, Sweden

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## **3.5 PUBLIC DISCLOSURE**

We may disclose your personal information if required by law or if you violate our Terms of Use.

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## **3.6 One.com**

Our store is hosted by One.com. They give us access to the e-commerce platform that allows us to sell our products and services to you. Your data is stored via One.com's data storage, databases and in One.com's general application. They store your data on a secure server behind a firewall.

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## **3.7 PAYMENT**

If you choose direct payment to complete the purchase, third parties may use your credit card information for this purpose. See 3.8.

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## **3.8 THIRD PARTY SERVICES**

Generally, third-party providers we use will only collect, use and disclose your information to the extent necessary for them to deliver their services to us.

Some third-party providers, e.g. those who work with payments and payment transactions, have their own privacy policies for the information that we must disclose in order for them to complete your purchase-related transactions. For these providers, we recommend that you read their privacy policies so that you understand how these providers handle your personal information.

Also, keep in mind that some suppliers may have their operations or facilities in a different jurisdiction than either you or us. This means that if you choose to proceed with a transaction involving a third party, your information may be subject to the laws of the jurisdiction where that third party has its operations or facilities. When you leave our store's website or are redirected to a third-party website or application, you are no longer covered by this Privacy Policy or our website's Terms of Use.

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## **3.9 LINKS**

When you click on links in our store, they may take you away from our website. We are not responsible for the privacy policies of other websites and encourage you to read the privacy policies of these websites.

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## **3.10 SECURITY**

To protect your personal information, we take precautions and follow industry best practices to ensure that information is not lost, misused, accessed, disclosed, altered or destroyed. If you provide us with credit card information, the information is encrypted using Secure Socket Layer technology (SSL) and stored using AES-256 encryption.

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### **3.11 AGE LIMIT**

When you use this website, you confirm that you are of legal age in the country or state in which you live, or that you are of legal age in the country or state in which you live and have given us your consent for your minor children to use this website.

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## **4. CHANGES TO THESE TERMS OF USE**

We reserve the right to change these Terms of Use at any time, so please check them regularly. Changes and clarifications take effect immediately after they are published on the website.

If we make material changes to this policy, we will notify you here that the policy has been updated, so you know what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it .

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we can continue to sell products to you.