



## Terms and Conditions

### General Information

The specified conditions below apply when customers purchase goods delivered by Magnor's online store. These terms apply to all sales from Magnor's online store, in the absence of a specific written agreement between the parties.

These terms and conditions do not affect your statutory rights. Legislation relevant to the sale of goods and consumer law may be read in full at [www.lovdatab.no](http://www.lovdatab.no).

Magnor reserves the right to change the terms hereunder at any time, as a result of changes in legislation.

Please note that our products are handmade and therefore not all glass/products will look the same. There may be differences in weight, dimensions and thickness/colour. There may be small bubbles in the glass – this is a common occurrence and is part of the uniqueness and beauty of our products.

Magnor reserves the right to alter the pricing or availability of its products at any time.

Magnor reserves the right to delete/cancel any order.

You must be 18 years old to shop at Magnors online store. Customer data is not shared with/sold to third parties and stored in accordance with Norwegian law.

We use Nets and Paypal as payment methods. All information is handled confidentially. We use only secure pages (SSL) for optimal security.

### Pricing

All prices on orders include VAT for deliveries in Norway.

When shipping to countries outside of Norway, our prices will exclude VAT. Local VAT, customs duties and taxes are payable when you receive the shipment outside of Norway. The amount payable will vary, depending on the country the products are shipped to. We regret that this is outside the control of Magnor Glassverk.

### Cancellation

You can cancel your order as long as the goods have not yet been dispatched. The only items excluded from this are items that are made to measure / custom designed and/or decorated to a customer's requirements and are therefore not part of our general collection. These orders may not be cancelled once production has commenced.

If you have received your goods and you wish to return them for any reason, we offer an unconditional return and exchange or refund policy. Please let us know as soon as possible, via fax or



email, that you wish to return your unwanted product to us. (Mail: webshop@magnor.no Fax: 4762837535) and keep a record of your communication to us. Then, please return your goods, along with the Return Form that was enclosed with your original delivery. We will be pleased to refund the cost of your item and your postal costs, via ordinary parcel rates, on condition that we receive the item in the same condition and quantity.

We regret that goods that are sent back against cash on delivery will not be handled by us. These items will be returned to the customer.

Return and Exchange Policy does not apply to items that are made to measure or that are not included in our regular product range.

### **Complaints**

You have a right to complain if things go wrong. We monitor our complaints procedure and it is also regulated in law, for your protection. To make it easier for us to put things right when they go wrong, please take care to do the following:

When you receive goods you have to sign for, take a moment to check that the delivery is correct.

Should we deliver the wrong amount or the wrong item, we would like you to notify us in writing (via email or fax) as soon as possible and no later than 14 days after receipt so that we can correct the error.

Please contact us to arrange any return of the goods. Please enclose the return forms, so that we know what's gone wrong, along with the goods. Your expenses for ordinary return postage will be repaid on receipt of the goods at Magnor. Replacement delivery takes place entirely without cost to you.

### **Warranty**

The warranty provided by the manufacturer applies to all products in our range. This does not cover damage on receipt, including accidental damage by the customer (cf. Purchases Act, Cancellation Law, Marketing Law). Your original invoice / receipt must be shown upon warranty claims.

### **Transport damage**

We take responsibility for any damage that may occur during transport to the customer. If, upon receipt, you notice that the shipment is damaged during transportation, you should immediately report this to the courier or delivery staff. If this does not resolve the matter immediately, please contact us.

If you are returning unwanted goods to us, you will be liable for damages that may occur during transport, so we request that you pack your returned goods with care.

This does not affect your statutory rights.

### **Return**



If you wish to return goods, please contact us in order to arrange it: [webshop@magnor.no](mailto:webshop@magnor.no) tel. +47 62833500. Please send back the return forms, indicating your reason for the return, together with the goods.

Return and Exchange Policy does not apply to items that are made to measure or not included in our regular product range

Goods that are sent back against cash on delivery will not be processed by us. These goods will be returned to the customer.

### **Delivery**

We use Bring as our carrier. Your package will be sent as a Bring service package to the nearest office in Norway. We use Bring Carry On Home Shopping for deliveries outside Norway.

Normal delivery time is 14 days from when it becomes available in stock. If you need the item faster, please contact us and we will do our utmost to help you. Some items are specified as made to order. These are produced only when the order is registered. These articles may have longer delivery time than that specified above, depending on our production capacity.

We reserve the right to backorder or cancel orders that are out of stock. If the item is expected to come back into stock within a reasonable time and the price exceeds 1.000,- we will backorder the item and deliver it free of charge as soon as it has arrived at our warehouse. If an item is back ordered by us, you have the right to cancel the item.

While we make every effort to dispatch your goods in a timely fashion, delivery time depends on both our and our couriers' traffic.

Magnor Glassverk AS - Grenseveien 633 - 2240 Magnor - Norway

Registered in Brønnøysund with org.no. 923 254 714.

Phone +47 62 83 35 00 Email: [webshop@magnor.no](mailto:webshop@magnor.no)