

## **Terms and Conditions at Kadaboum v/Søren Jensen**

### **General Information**

Kadaboum v/Søren Jensen  
Roarsvej 3, 4. tv.  
2000 Frederiksberg  
CVR No.: 33997892  
Phone: 22773416  
Email: trommekaj@hotmail.com

### **Prices**

At Kadaboum v/Søren Jensen, all prices are in Euros and include VAT and taxes.  
We reserve the right to change prices without prior notice. We also reserve the right to errors in stock availability.

### **Payment**

Kadaboum v/Søren Jensen accepts payments with VISA-Dankort, VISA, VISA Electron, Mastercard, PayPal, MobilePay, and bank transfer. Payments will only be deducted from your account once the item is shipped. All amounts are in Euros and include VAT. We reserve the right for pricing errors and out-of-stock/discontinued items.

### **Delivery**

Kadaboum v/Søren Jensen strives to ship orders placed before 5:00 PM on the same day. Orders placed after this time will be sent the next business day.

We ship to all of Denmark, Germany, The Netherlands and Poland. Items will be delivered to the address provided during the order process.

Your items will be shipped via GLS.

**Note:** If there is no space at the delivery location, the package will be moved to the nearest pickup point, and you will be notified. If you experience any issues, please contact customer service.

We deliver items on all weekdays. Your item will be delivered 1–3 business days after your order is placed. Certain items may have specific delivery terms, which will be outlined prior to the purchase of those items.

### **Warranty**

A two-year warranty is provided under the Danish Sale of Goods Act. The warranty covers defects in material and/or workmanship. Depending on the situation, you can have the item repaired, exchanged, refunded, or receive a price reduction. The warranty does not cover faults or damage caused by improper handling of the product or service.

You must make a claim within a "reasonable time" after discovering the defect. Kadaboum v/Søren Jensen will cover reasonable return shipping costs.

When returning items, making claims, or using the right of withdrawal, items should be sent to:

Kadaboum v/Søren Jensen  
Roarsvej 3, 4. tv.  
2000 Frederiksberg

We do not accept shipments sent COD (cash on delivery).

### **Refunds**

If a refund is required, please provide bank details (account and registration numbers) so the agreed

amount can be transferred. This information can be shared via email or other electronic means, as it is not sensitive and will only be used for processing the refund.

### **Right of Withdrawal**

You have a 14-day full return policy on items purchased from our webshop.

The withdrawal period starts on the day:

- You receive the order.
- You receive the last item in physical possession when multiple items are ordered in a single order but delivered separately or in parts.
- You receive the last batch or part in physical possession when the delivery consists of multiple parts or batches.
- You receive the first item in physical possession in the case of regular delivery of items over a specified period.

You are responsible for covering the return shipping costs.

The right of withdrawal must be communicated to us within 14 days of purchase, and you must return the shipment within 14 days of notifying us. The notification should be sent by email to **trommekaj@hotmail.com** and should clearly state that you wish to exercise your right of withdrawal.

If you wish to return the item, please complete the included return form and send the item to:

Kadaboum v/Søren Jensen

Roarsvej 3, 4. tv.

2000 Frederiksberg

You cannot exercise the right of withdrawal by refusing receipt of the item without notifying us.

### **Exclusions from the Right of Withdrawal**

The following types of goods are excluded from the right of withdrawal:

- Custom-made items or items personalized for the consumer.
- Sealed items that cannot be returned for health or hygiene reasons if the seal is broken after delivery.
- Items that, due to their nature, become inseparably mixed with other items upon delivery.
- Items where the seal is broken.
- Non-financial services that have been fully performed with the consumer's prior express consent and acknowledgment that the right of withdrawal ceases upon full performance.
- Delivery of digital content not supplied on a physical medium if performance has begun with the consumer's prior express consent and acknowledgment of losing the right of withdrawal.
- Newspapers, magazines, or periodicals, except for subscription agreements.
- Goods that deteriorate or expire quickly.

### **Returns**

You must return your order without undue delay and no later than 14 days after notifying us of your withdrawal. You are responsible for covering the direct costs of the return. When returning items, ensure they are securely packed. Include a copy of the order confirmation and, if possible, the return form for faster processing.

You bear the risk of the item from the time of delivery until we receive it back. We do not accept COD shipments.

### **Condition of the Item Upon Return**

You are only liable for any reduction in the item's value resulting from handling beyond what is

necessary to establish the item's nature, characteristics, and function. If the item is tested beyond what is described above, it is considered used.

In such cases, you may only receive a partial refund or no refund, depending on the item's commercial value. To receive a full refund, you must handle the item without actually using it.

### **Refund Process**

If you withdraw from your purchase, we will refund all payments received from you, including delivery costs (excluding additional costs if you chose a delivery method other than the cheapest standard delivery we offer). Refunds will be made without undue delay and no later than 14 days after we receive your notice of withdrawal.

Refunds will be processed using the same payment method used for the original transaction unless otherwise agreed. We may withhold the refund until we receive the returned item or proof of return.

### **Privacy Policy**

To complete a transaction and deliver goods, we require the following information:

- Name
- Address
- Phone number
- Email address
- Details of your purchase

We process your personal data to deliver your item and handle inquiries related to your purchase. This is done under our privacy policy, which outlines how your data is handled, when it is deleted, and your rights.

### **Complaints**

If you have a complaint about a product purchased from our webshop, you can submit it to:

#### **Competition and Consumer Authority's Center for Complaint Resolution**

Carl Jacobsens Vej 35

2500 Valby

Website: [www.forbrug.dk](http://www.forbrug.dk)

If you reside in another EU country, you can file your complaint via the EU Commission's online complaint platform: <http://ec.europa.eu/consumers/odr/>

When submitting a complaint, please include our email address: **trommekaj@hotmail.com**