

Vinga Home - Terms and Conditions for Consumers

Version: 1.0 (2025)

Applicable from 15 October 2025

These Terms and Conditions for Consumers contain important contractual information, including Vinga Home's identity and contact details, consumer withdrawal rights, and legal warranty provisions. Please contact us if you have any questions about these terms.

Article 1 Definitions

1.1 Capitalized terms in these Terms and Conditions for Consumers, whether singular or plural, shall have the following meanings:

<u>Agreement</u>	An agreement between Vinga Home and Customer regarding the sale of one or more Products.
<u>Consumer</u>	Any natural person who enters into the Agreement with Vinga Home for purposes outside their trade, business, craft, or profession.
<u>Customer</u>	Vinga Home's counterparty to an Agreement.
<u>Product</u>	A tangible object.
<u>Terms</u>	These Terms and Conditions for Consumers.
<u>Vinga Home</u>	The trade name of the entity as further referred to in Article 2 of these Terms.

Article 2 Identity and contact details of Vinga Home

2.1 Please see below company and contact details of Vinga Home.

Vinga Home - Company Details	
<u>Trade Name</u>	Vinga Home
<u>Statutory entity name</u>	Vinga of Sweden AB
<u>Statutory entity address</u>	Västra Götalands län, Borås kommun, Sweden
<u>Chamber of Commerce no.</u>	5566764063

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VAT number	SE5566764063
Phone number:	033 47 50 80 (<i>available in Sweden only</i>)
Email address:	info@vingahome.com

Vinga Home - Contact Details	
Phone number:	033 47 50 80 (<i>available in Sweden only</i>)
Email address:	info@vingahome.com

Article 3 Offer and formation of an Agreement

- 3.1 Vinga Home's offers are non-binding and valid while stocks last or for the period stated in the offer. Online offers may change at any time without prior notice.
- 3.2 Information, measurements, dimensions, illustrations, notices, price announcements, advertisements and similar materials provided by Vinga Home regarding offers or Product features are displayed as accurately as possible. Obvious mistakes or errors in an offer do not bind Vinga Home. Vinga Home is not responsible for color variations between delivered Products and their digital representations.

Article 4 Prices and Payment

- 4.1 The prices stated are displayed in the currency corresponding to the customer's selected location: Euro (EUR) for Europe and Finland, Swedish Krona (SEK) for Sweden, and Norwegian Krone (NOK) for Norway. All prices include VAT but exclude shipping costs, unless explicitly stated otherwise. Applicable shipping costs and amounts are clearly specified in Vinga Home's offer.
- 4.2 Unless otherwise agreed, all amounts due under the Agreement are payable upon Agreement formation using Vinga Home's designated payment methods.
- 4.3 Where Vinga Home issues an invoice, payment is due within fourteen (14) calendar days from the invoice date, unless a different payment term is specified on the invoice.

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- 4.4 Gift cards may be used as full or partial payment for Products. Any remaining balance after gift card redemption must be paid using other designated payment methods. Gift cards cannot be exchanged for cash and any unused balance will remain on the gift card for future purchases, subject to the gift card's terms and expiry date.

Article 5 Delivery of Products

- 5.1 Vinga Home will deliver Products to the delivery address specified by the Customer. Delivery will be completed when Products are made available to the Customer at the agreed location. Vinga Home bears full responsibility for Products until successful delivery to the Customer.
- 5.2 Orders placed before 12:00 on weekdays are usually dispatched the same day, provided the Product is in stock. Orders placed after 12:00, during weekends, or on national holidays are usually dispatched on the next working day. Vinga Home delivers Products through third-party delivery providers, with normal delivery times being 3 to 4 working days from the order date for Products in stock, excluding weekends and national holidays. Actual delivery times are stated on the order confirmation.
- 5.3 If no specific delivery date is agreed, Vinga Home will deliver within a maximum of thirty (30) days from the order date. If Vinga Home fails to deliver within this period, Consumers shall have the right to terminate the Agreement at any time until delivery is completed.
- 5.4 All deliveries are made after prior notification. Upon delivery, the Customer must present valid identification. Only the person whose name appears on the package may collect it from a pickup agent. Customers must therefore provide accurate information when placing orders.
- 5.5 The Customer must report transport damage to Vinga Home's customer service within a reasonable time and should do so as promptly as possible for efficient handling. The Customer is responsible for unpacking and inspecting Products as soon as reasonably possible after delivery. In case of transport damage, the Customer must:
- a) contact Vinga Home's customer service at info@vingahome.com;

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- b) attach photographs of the damage where possible;
- c) not use the damaged Product; and
- d) retain all packaging for inspection purposes.

Article 6 Right of withdrawal

6.1 The right of withdrawal described in this article applies only to Consumers who have entered into a distance contract with Vinga Home (i.e., online sales). Business customers are not entitled to any right of withdrawal.

Information on the Right of Withdrawal

Unless an exception to the right of withdrawal applies (see further below), you have the right to withdraw from the Agreement within thirty (30) days without giving any reason.

The 30-days withdrawal period will expire (i) after thirty (30) days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the Products, or (ii) in the case of an Agreement relating to multiple Products ordered by you in one order and delivered separately - after thirty (30) days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good, or (iii) in the case of an Agreement relating to delivery of a good consisting of multiple lots or pieces - after thirty (30) days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last lot or piece.

To exercise the right of withdrawal, you must inform us of your decision to withdraw from the Agreement by an unequivocal statement (e.g. a letter sent by post or email). You may use the below attached model withdrawal form, but use of this form is not obligatory.

Our address details are:

Vinga of Sweden AB

Druveforsvägen 8A

504 33 Borås, Sweden

E-mail: info@vingahome.com

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To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from the Agreement, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than fourteen (14) days from the day

on which we are informed about your decision to withdraw from the Agreement.

We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. For example, if payment was made in full with a gift card, the refund will be credited back to the original gift card retaining all original terms and conditions. In any event, you will not incur any fees as a result of such reimbursement.

We may withhold reimbursement until we have received the Product(s) back or you have supplied evidence of having sent back the Product(s), whichever is the earliest.

You shall send back the Product(s) or hand them over to us, without undue delay and in any event not later than fourteen (14) days from the day on which you communicate your withdrawal from the Agreement to us. The deadline is met if you send back the Product(s) before the period of fourteen (14) days has expired.

You are responsible for the direct cost of returning the Product(s). If you use our return service, we will deduct the return costs of 6.90 Euro/70SEK/99 NOK from your refund.

Exceptions from the right of withdrawal

The right of withdrawal does not apply to Agreements for supply of:

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- Products made to the Consumer's specifications or Products that are clearly personalized; and/or
- sealed Products which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To Vinga of Sweden AB

Druveforsvägen 8A

504 33 Borås, Sweden

I/We hereby give notice that I/We withdraw from my/our contract of sale of the following goods/for the provision of the following service:

- *Ordered on/received on:*
- *Name of consumer(s):*
- *Address of consumer(s):*

Signature of consumer(s) (only if this form is notified on paper),

Date

Article 7 Retention of title

7.1 Vinga Home retains ownership of all Products delivered to the Customer until the full purchase price has been paid. This retention of title also extends to any other claims Vinga Home may have against the Customer arising from the Agreement.

Article 8 Warranty

8.1 Vinga Home warrants that Products delivered comply with the Agreement in accordance with applicable legal provisions. Consumers have statutory warranty rights regarding conformity of Products, including the right to repair, replacement, price reduction, or refund if Products do not conform to the Agreement. Vinga Home will fulfill all legal obligations regarding conformity and non-conformity of Products.

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- 8.2 Any additional warranty provided by Vinga Home will not prejudice the mandatory statutory rights of Consumers.

Article 9 Complaints

- 9.1 If the Customer is not satisfied with the way Vinga Home has executed the Agreement, the Customer is requested to make this known to Vinga Home via the contact details listed in Article 2.
- 9.2 Any notification or complaint will be dealt with carefully and as soon as possible. Vinga Home shall endeavor to ensure that the Customer receives a substantive response within fourteen (14) calendar days.

Article 10 Other provisions

- 10.1 All Agreements are governed by Swedish law.
- 10.2 The choice of law referred to in the first paragraph shall not, pursuant to Article 6 of the Rome-1 Regulation ((EC) 593/2008) with regard to Consumers, result in the Consumer losing any protection afforded to them under mandatory provisions of the country in which they have their habitual residence.
- 10.3 All disputes arising from Agreements with Vinga Home will be submitted to the Swedish courts in the district where Vinga Home has its registered office. Vinga Home will grant Consumers a period of one month after Vinga Home has invoked this provision (choice of forum) in writing vis-à-vis the Consumer, to opt for resolution of the dispute by the court having jurisdiction under the law.
- 10.4 Should any provision in these Terms prove to be invalid or be annulled, this shall not affect the validity of the Agreement and its remaining terms. In that case, the parties shall determine a new provision (new provisions) to replace it (them), which will give expression to the intention of the original provision as far as legally possible.
