

Buying and delivery conditions

(Shortening TH = Trogsta Honung)

Minimiorder

According to point 1-5, page "Products – Shop" at the homepage.

Prices

Taxes and freights are excluded according to pages "Products – Shop" and "Contact".

Paying alternatives

-Alternative 1 (Main alternative): Payment in advance/invoice

The first order is always payed in advance. The coming orders are payed as per invoice if the order has come within six (6) months after the previous order and the size of the new order is in the same level (30 % up or down) as before.

-Alternative 2: Cash transaction

When you buy directly in the homeshop or by delivery to customer by TH (in exceptional cases).

-Alternative 3: Invoice

After the first order, look at alt. 1.

-Paying as per invoice:

Paying conditions are twenty (20) days. After delayed paying you have to pay reminder on a level who is permitted according to the law. The fee is today fifty (50) SEK with delay interest twentyfour (24) % + valid reference interest .

Confirmation

When the customer has got the confirmation from the e-mail, fax or SMS the customer has seven (7) days to pay when it counts for paying in advance (alt.1). The paying conditions as per invoice are twenty (20) days (alt.1 or/and alt.3, look above)

Delivery time

Normal delivery time is about one (1) to five (5) working days. In exceptional cases it can be a bit longer time for delivery, in these cases we immediately contact you.

Ways of delivery

We are using the company DHL Express for delivery all over the country. About other freights, you have to take contact with TH. We don't take economic responsibility for possible delays, depending on the transporting company.

Freight

- We have very low costs for freight!

Example for cost of freight (about):

3 kg: 60 SEK + tax
7 kg: 70 SEK + tax
20 kg: 80 SEK + tax
40 kg: 150 SEK + tax
70 kg: 200 SEK + tax
100 kg: 220 SEK + tax

Freight damages has to be reported to the freight company.

Complaint and right to return

There are always guarantees for the products you buy (1 year). The guarantee counts only for defects concerning to the products. The customer is responsible for the return freight. For paying back – mention your postal giro-, banking account- or personal account.

The right to regret a purchase

You have the right, according to the law of distance agreement, to return faultless products without giving any reason. You have to leave messages about that as soon as possible, not later than fourteen (14) days after delivery of the product. We follow the recommendations of the Consumers` Authority, see www.konsumentverket.se