



Terms and conditions

Currency

Prices are in Swedish Kronor

You can convert the prices to other currencies in the Currency Converter, the link to which you'll find below the prices. You can pay in another currency via your Master or VISA card or Paypal.

Mode of payment

Paypal

You can pay via Paypal. You can easily create a Paypal account. You'll find a link to Paypal on our homepage. You can link your bank-, charge- or credit card to your Paypal account and they accept most cards, which you can see on our home page. You can also transfer money to your Pay pal account if you prefer that.

Master and VISA card

You can also pay by your Master or VISA card via DIBS.

VAT

Sweden and other EU countries: Swedish 12% VAT is included in the price as per the EU directive.

Country outside EU: VAT is not included in the price but will be put on at the customs clearance in the other country.

Customs duty

Sweden and other EU countries: no customs duty is applicable in Sweden or between Sweden and other EU countries.

Export to country outside EU: customs duty will be put on at the customs clearance in the other country.

Postage and packing costs.

Postage and packing costs are included in the price. Return postage label will be sent to you on request.

Change of address / Faulty address details

If you have provided a faulty address and we have already sent your letter, the cost for changing the address details afterwards is 125 kr in Sweden and 200 kr abroad (as per the Swedish Post Office price list). The change can take 48 hours to effect.

If the letter has not been picked up because of faulty address or for other reason we can send returned shipment to the right address at cost as above.

Way of delivery

We deliver the products as registered letter by The Post Office. This involves that an arrival note or a text message will be sent to you and you can pick up the delivery at the Post Office or the Post Agent as advised in the arrival note. The Post Office may choose to notify you by text message or e-mail so it's vital that you provide your mobile phone number and e-mail address.

Time of delivery

The time of delivery is normally 1 - 3 working days in Europe. Orders are normally sent out on the day of order or the day after. An e-mail will be sent to you at dispatch.

Refund at cancellation of purchase

We'll refund you within 30 days from the day you cancel the purchase for correct reasons.

Cancellation

You can cancel the purchase within 14 days from the day of delivery.

You have a responsibility to keep the items in unaffected condition and in your possession until they are returned to us. This includes keeping any hygiene seals in place. The items should be returned in the original package. Use the return postage label sent to you on request. Contact us immediately if you want to cancel your order.

If the order has not yet been sent you can cancel your order by e-mail, fax or phone. If the order has been sent you can cancel as above.

Not satisfied with the effect of the product

If you, after having bought 3 bottles and used Lewoka for 3 months, are not satisfied and don't want to continue using the product, please let us know and we'll refund the cost for 3 bottles within 30 days.

Shortage of goods

Should any of the items you've ordered be out of stock we'll notify you via e-mail.

You can then choose between waiting for the delivery or cancelling the order. If you cancel the order we'll refund you immediately.

Damaged goods

The risk for the transport is on us. Check the letter and immediately notify the staff at the post office or post agent of any damage before taking the letter with you. The staff can then make a notification of the damage. They will advise whether they'll keep the damaged letter or if you can take it with you. We'll send you replacement for damaged bottles if needed. Contact us at +46 8 518 199 00 or info@lewoka.se and we'll assist. You can return damaged bottles to us using the return postage label that we'll send to you on request.

Notification of errors

You should check the content of each delivery promptly upon receipt. If you believe that items have been sent to you in error or are faulty, you should contact us immediately.

You can return the faulty item free of charge for you by using the return postage label that we'll send to you on request. You can choose between a replacement item or your money back.

Dispute

In the event of a dispute we'll follow the recommendations of the Swedish National Board for Customer Complaints.

Orders from abroad

For deliveries in the EU package and postage cost and Swedish 12% VAT are included in the price. For deliveries outside the EU package and postage cost are included in the price but not Swedish VAT as export is exempt from VAT. See further above under VAT and Customs duty.

Privacy policy

Hans Wallenberg is responsible for the treatment of the personal information, which you as a customer provide to us.

Your personal information will be used by Lewoka for administering the customer relation and for marketing such as our news mail to you. Customers younger than 18 are not allowed to order without parent's approval.

As a registered customer you can request:

Registered information on yourself

Updating and correcting of the registered information on yourself

Removal of the registered information on yourself

Fraudulent orders

All fraudulent orders will be reported to the police.

Products and liability

Lewoka is selling selected and controlled quality products only.

Lewoka can't be held liable for the effect of a certain product. No products can replace medical care. We recommend our customers to seek advice of physician at illness and to read and follow the recommendations for use of any product you use.

Alterations in prices, terms and conditions

Prices, terms and conditions are as specified on our homepage at the time of the purchase. We may have to alter prices, terms or conditions and we reserve the right to do so without notice.

Questions?

Please feel free to contact us.