

# Terms & Conditions

The Fotografiska Shop website is operated by Fotografiska Stockholm AB. The following terms and conditions apply when buying goods from our online shop.

## Buying goods from our online shop (See terms and conditions for courses further down)

In order to buy goods from Fotografiska Shop, you must accept our terms and conditions. In accepting our terms and conditions, you agree to abide by them while also confirming that you have read the information in our privacy policy concerning how we use your personal data and how we manage cookies (see below).

A purchase agreement is entered into once Fotografiska Shop has confirmed your order. We recommend that you keep this confirmation in case you need to contact Fotografiska Shop's customer service. You can cancel your order up until you receive confirmation. If you cancel your order, any money you have paid will be refunded.

## Customer data

When placing an order, you will be asked to provide certain personal data. You are responsible for the information provided being both accurate and complete, and you are also responsible for any damages or delays caused by inaccurate information.

We process the personal data you provide and/or the information we collect on the website via cookies. This data may be used for the purposes of identification, direct marketing, customer surveys, newsletters and statistics. You may contact us at any time to stop any further direct marketing encompassing you as a customer.

You have the right of access to any personal data concerning you that we process. Fotografiska is entitled under certain circumstances to charge a fee for providing such data. You also have the right to request that any information concerning you be rectified or erased. Furthermore, you have the right to withdraw your consent to the processing of your personal data at any time.

**Fotografiska's Privacy Policy** contains more information about how we process your personal data, how to contact us and so on. You can edit your personal data at any time.

# Intellectual property rights

This website is owned by Fotografiska. The content of the online shop is owned by Fotografiska or its partners. The content is protected by intellectual property rights and the Swedish Marketing Act. This means that trademarks, trade names, product names, images, graphics, designs, layouts and information about products, services and other content may not be copied or used without prior written permission from Fotografiska.

## Prices and fees

The prices in the online shop include VAT but not shipping or any payment processing fees. You can see the total price including all fees in the shopping cart.

You must be at least 18 years of age to buy from our online shop.

Fotografiska Shop reserves the right to amend incorrect prices (due to exchange rate fluctuations etc.), to announce that an item is sold out and to correct erroneous information about stock availability to the extent permitted by the applicable consumer legislation.

Fotografiska Shop reserves the right to correct any such inaccuracies and to amend or update other related information at any time.

## Payment options

When buying from our online shop, you can choose to pay by wire transfer via your online bank, debit or credit card, Swish or invoice. Each option is both convenient and secure.

## Delivery

At present, Fotografiska Shop only delivers to Sweden. Once you have placed your order online, it takes 5-6 working days (10-12 working days for Fotografiska Edition items) before you receive notification that your parcel is ready to collect from your nearest service point or the goods are delivered to your home. If we cannot deliver your parcel within the specified time frame, you will be promptly informed of the reason for the delay and of the new delivery date. In such cases, you are entitled to cancel your order free of charge if punctual delivery was of significant importance (also applies to special orders).

## Editions

Prints from Fotografiska Edition come with a Certificate of Authenticity (CoA). This applies to Limited Editions and Exclusive Editions. Open Editions are delivered without a certificate.

(Please note the stipulations regarding Editions under "Right of withdrawal" below.)

# Complaints & Right of withdrawal

## **Right of withdrawal**

You have a 14-day right of withdrawal when buying from our online shop. The cooling-off period for this right of withdrawal begins the day after you have received your goods. You are entitled to a refund within 14 days if during the cooling-off period you notify us that you wish to withdraw your purchase provided that the goods have been returned or you have presented proof of their return. The full amount will then be refunded, including shipping, taxes and fees – no additional costs are charged to you as a consumer. After notifying us, you must return the item(s) within 14 days (the goods need not be received by us within the cooling-off period) in the manner of your choosing and well packed. Fotografiska does, however, reserve the right to delay the refund if we have not received the goods and the consumer cannot prove that they have been returned.

A return label with the correct return address is always included with all deliveries, although you can also choose to use the Swedish Consumer Agency's right of withdrawal form. See link below:

## **Swedish Consumer Agency's right of withdrawal form**

In the case of used or damaged items, Fotografiska is entitled to make an appropriate deduction, but must specify the reason.

Please note that the right of withdrawal does not apply to our Fotografiska Editions, which are customised editions made to the consumer's specifications.

## **Complaints**

As a consumer, you are entitled to file a complaint about a product regarding manufacturing and material defects for a period of three years. A defective product must be reported as soon as possible or as soon as the defect ought to have been discovered. If the defect has been reported within two months, this is always considered to be within reasonable time. Fotografiska is responsible for all costs relating to complaints provided receipts can be shown. Such costs include, for example, shipping or fuel costs depending on how the product is returned.

## **How to file a complaint:**

- 1.** Contact our customer service by e-mailing [webshop@fotografiska.se](mailto:webshop@fotografiska.se) or calling 08-509 00 500. Quote the order number found on the packing slip that accompanied your parcel and indicate that you would like a return label.
- 2.** State the reason for the complaint on the return label you receive.
- 3.** Pack the product the same way you received it and affix the supplied return shipping label to your parcel.
- 4.** Drop off the parcel at your nearest service point. (Always keep your drop-off receipt.)
- 5.** Done! Now our warehouse awaits your return so that we can review and approve your complaint.

(NB: Bear in mind that we may take a little longer to respond to a complaint compared to a return.)

Do you no longer have your return label? Get in touch with our customer service for assistance! Naturally, we cover the return shipping for approved complaints. Klarna manages the refund. Read more about Klarna's payment terms and conditions [here](#).

Any disputes will be resolved either by the National Board for Consumer Disputes (ARN) in Sweden or, if you reside in another EU country, via the European Commission Online Dispute Resolution (EU ODR) Platform.

ARN: <https://www.arn.se/> Allmänna Reklamationsnämnden  
Box 174  
101 23 Stockholm  
EU ODR: <https://ec.europa.eu/odr>

You can also contact a district court for dispute resolution.

## Contact details

Contact our customer service by e-mailing [webshop@fotografiska.se](mailto:webshop@fotografiska.se) or calling 08-509 00 500.

We always respond to your enquiry within 48 hours on normal weekdays.

Swedish CID no.: 556812-8176

Fotografiska Stockholm AB

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116 45 Stockholm

## Buying a course

If you pay for a course online, you are entitled to withdraw your application within 14 days after we confirm it by writing to [academy@fotografiska.se](mailto:academy@fotografiska.se). You are then entitled to a full refund of your tuition. Once you have attended at least one session, you are no longer entitled to withdraw your application.

An application to a Fotografiska course is binding. If you withdraw your application 30 days or more before the course starts, you will be charged 20% of the tuition, but not less than SEK 150. The charge is 30% between 30 and 14 days and 50% after that. You are not eligible for a refund once the course begins.

Fotografiska has the right to cancel a course if not enough people apply. You will receive your entire tuition back in that case. We can postpone a course for a week without being obligated to issue refunds. If we postpone a weekend workshop, we repay the entire tuition.

Fotografiska reserves the right to make changes to the programme.

### **Holidays and breaks**

Unless otherwise stated, our courses follow their regular schedule on both holidays and breaks.

### **Illness**

We may be able to refund your tuition if you file an application, along with a written doctor's certificate stating that you are ill.

## **Masterclass Workshops**

Your booking is binding. If you withdraw your application 45 days or more before the workshop begins, we will refund the entire tuition minus an administrative charge of SEK 850. Between 45 and 14 days, you will receive 50% of the tuition back. After that we will issue a 50% refund only if somebody is available to take your place.