

General terms and conditions

The following sales and delivery terms apply to all deliveries from FirstAED.com (owned by FirstAED ApS). If you do not find the answer below, feel free to contact us.

When ordering goods on FirstAED.com, you agree to the following terms and conditions. In addition, reference is made to the international rules on purchase and contract law (CISG), including the rules on consumer purchases.

Prices and special offers

All prices are in EUR and are exclusive of VAT and local taxes.

Freight costs are charged per delivery.

We take reservations for typing errors, sold-out items, price changes from suppliers, as well as changes in VAT and taxes.

Payment

Payment can be made with the following credit cards: VISA, Eurocard / MasterCard, Mastercard Direct, Maestro and Visa Electron. No card fees will be applied momentarily.

The money will be reserved on your account when the order is placed on FirstAED.com. However, the money is not withdrawn from your account until the goods are shipped. In the case of partial deliveries, only the amount corresponding to the actual delivery is deducted. If it turns out that we cannot deliver all or part of your order, you will only pay for the actual delivery. The invoice will be sent by e-mail. The invoice does not contain sensitive information, but it will always be stated that the goods are paid by credit card and by whom.

Security/protection when purchasing

We use encryption to protect your information from third parties. We can never withdraw more than the amount you have accepted at your order. You are entitled to a refund of your money if:

- The product is not delivered
- You are using your right to cancel - see the section below
- Money is withdrawn from your account without your prior agreement

Personal data

- We only store the information required to complete your order - including e-mail and item data relating to you. All customer information and information about orders will be treated strictly confidential and will never be disclosed to third parties. According to Danish legislation, information is stored for five years.
- When you sign up for our newsletter, your e-mail address will be used in connection with our marketing. You can unsubscribe at any time by clicking the unsubscribe from the mail or by contacting customer service, and your information will then be deleted.

Shipment

After ordering, the goods will be shipped within 3-4 business days. Except for goods where it is stated that it is an order item with a longer delivery time. Normal delivery time to addresses in Europe is within a week, however, variations may occur depending on destination. Cabinets are sent directly from the supplier. Smaller purchases can be shipped by parcel delivery services. Items are delivered as long as stock is available. Timely delivery is dependent on the freight company complying with the delivery agreement. In case of delays on part of the freight company, this will correspondingly delay delivery in relation to the desired delivery date.

Shipment and freight costs

We strive to deliver our products to our customers within fewest possible work days. All our deliveries are made through our ordering system and are done automatically. A freight and handling fee is charged on every delivery, depending on destination. Freight rates abroad may vary, please as for indication. Goods can also be collected at our address.

Cancellation of purchase and return of goods

According to the Consumer Law, you have the right to cancel the purchase latest 14 days after receipt of the goods. In case of cancellation, the item must be in the same condition it was when received and the item must be returned in original packaging. If the above is not complied with, we will assess whether the product has lost value, and in this case, the refund will be reduced.

Missing or damaged parts

If the contents of the package do not match the accompanying invoice, you must complain within a reasonable time. If not, the right to object to damaged or erroneous delivery is forfeited.

Claims

- You have 2 years of warranty from receipt of the item, but you must complain within a reasonable time after you have found a defect. International Purchase Law may apply.
- The right to claim expires if the defect is caused by the buyer, for example due to improper or unauthorized repair or use. Complaints can be made by contacting FirstAED.com where specially trained staff are prepared to remedy defects. You are responsible for securing back-up on all existing materials on returned products.

- If the staff cannot correct the error, the product will be sent to the manufacturer or an external workshop.

Damages during transport

- When you receive your goods, check for any visible damage. If the packaging is damaged or has other visible signs of defect, please note this in the bill of lading/consignment note. You can also refuse to receive the item. Contact customer service and inform that you have rejected the item. All transport damages must be notified within 2 working days.
- If you want to make a claim via FirstAED.com`s customer service contact@firstAED.com, please always inform order number, product type and a description of the damage or defect. We will then contact you.

General guidelines for returning goods at FirstAED.com

Replacing goods for a new product

You are required to report the error or defect in a timely manner after you have discovered it. It is your duty to describe the error or defect. Goods can be exchanged for new ones, if one of the following conditions is met:

1. The product has been damaged during shipping from the warehouse to the consumer where the damage was discovered when unpacking the product.
2. Discrepancies between the delivered product and what was promised on the website.
3. Defects on the product due to factory defects from the manufacturer.

Money refund

As a consumer you have the right to cancel a purchase from an internet store, mail order shop etc. You can get a money refund if the product is returned latest 14 days after purchase. If the product has been opened or used, a refund is not possible.

Service

Customer service can help you tailor a delivery service that suits you. You are welcome with questions, good advice and inquiries. We aim for long-term customer relations and satisfied customers. The same applies to wholesale orders and larger quantities - please contact us for a non-binding offer. All offers we make are binding for a maximum of 30 days, unless otherwise agreed.

FirstAED ApS

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