

Terms & Conditions for City of Light

Refunds for non-physical goods

City of Light do not issue refunds for non-tangible irrevocable goods after the product is shipped, which you are responsible for understanding upon purchasing any non-physical goods.

Right of withdrawal when purchasing physical goods

From the time you receive your physical purchase, you have 14 days where you can undo your purchase. You will get your money back if certain conditions are met:

1. You must send a standard form for the cancellation of your purchase (found at the bottom) and be able to prove that the item that you wish to cancel is shipped.
2. You must return the item within 14 days after you have indicated that you have regretted your purchase and you must be able to prove that the item has been returned.
3. You must cover the cost of the return shipment.
4. You must cover for the loss if the return shipment is lost or damaged before the seller receives it.
5. The Seller (City of Light) may deduct additional costs for the shipment of the goods if you have chosen and ordered a more expensive shipping form at the time of the purchase than the seller offered.
6. The seller (City of Light) can deduct money if the value of the goods is impaired, eg damaged or bear the mark of having been used in addition to what one has to do in a store. (See below for more details).

The seller (City of Light) must return the money when documentation is received that the goods have been shipped - or have received the goods returned.

Note: According to the law, the right of withdrawal does not apply in eg. the following cases:

- Delivery of goods that are manufactured to the consumer's specifications or have a distinct personal touch.
- Delivery of sealed goods which, for health or hygiene reasons, are not suitable to be returned and where the seal has been broken after delivery.

See more texts related to the right of withdrawal at the end of this page.

* Information on conditions for returning goods

Colours

The colours on our website and photos in printed material might vary compared to the actual colours of the different gemstones. However, we do our best to make sure our photos are representative of the actual gemstones.

Personal Information

All information is treated as discreetly as possible. The information is only used in connection with delivery and our email services.

We guarantee that we will never rent, sell or otherwise share your personal information with a third party.

Delivery time

Stock items are usually shipped within two business days. Goods we have not in stock are usually shipped the day after we receive them. Orders made in the weekend will be shipped on the Monday.

Prices

All prices are inclusive of Danish 25% VAT. We claim the right to make price changes at any time and we make reservations that there may be (typing) errors on the website.

Reservation

With regard to the webshop, we take reservations for technical errors, spelling errors and errors in prices. And in this connection we reserve the right to cancel or change an order.

Shipping costs

Delivery costs are paid by the customer and you will be able to see the actual costs associated with the purchase and at "check out".

Cover for damage or loss of goods during shipment

City of Light is responsible for the delivery to the customer, and if your item is damaged or stolen during the shipment, we will of course (re) send a new one.

If the stated reception address is incorrect or the item has not been picked up at the post office before the expiry date and we therefore have to send it again, the additional delivery costs will be charged to the customer.

If the error is due to the Shipping company, they will normally pay the additional delivery costs.

Payment

Products on this website are sold in Danish kroner DKK. Payment in other currencies may be subject to fluctuations in exchange rates and to charges made by your credit or debit card company.

Receipt

Shortly after your order is accepted and your payment has gone through, you will receive an order confirmation by email.

Phone calls

The phone is open within normal office hours, Monday through Friday 9-17 CET. Phone: +45 4225 3108

Question / Email

Questions received via email will usually be answered within one working day.

Email: kontakt@city-of-light.dk

Contact info

City of Light
Knudsskovvej 36B
4760 Vordingborg
Denmark

Phone: +45 4225 3108

Email: kontakt@city-of-light.dk

VAT DK34352062

*** Information on conditions for returning goods**

Danish Competition Authority writes: "When you shop online, you must, as a starting point, unpack the product and examine it, in the same way as for a purchase in a regular physical store. If the item is undamaged, you may have all your money returned by cancellation.

As a starting point, the product must appear new at the return and in a condition to be sold on to another customer. However, you may unpack it, examine it, and evaluate its properties.

If the item carries the mark of having been used or damaged, you will not lose your right of withdrawal for that reason, but you must expect to pay for it.

If the item is worthless, you are not entitled to get your money back. You must therefore consider whether you will use your right of withdrawal in that situation. It is the seller who assesses the possible impairment."

City of Light guidelines for determining impairment of return goods

If you regret a purchase, City of Light will determine any impairment on the returned product. This will depend on an assessment in the individual cases, but here we will inform about our guidelines on how we determine a possible impairment.

- If an item is unpacked and the original packaging has been damaged and / or the item has not been properly re-assembled, City of Light will determine an appropriate impairment of the item or charge a fee for the work and expenses incurred in connection with restoration of original packaging and / or proper repackaging of the product.

- If an item is taken into use, City of Light will determine an impairment of the goods or charge a fee for the work and expenses we may receive in connection with the restoration of the goods condition. Initially, the following guidelines apply to our determination of these impairments:

- If an item has been damaged (eg has got scratches or no longer functions as it should, caused by conditions not covered by the warranty), then City of Light will determine impairment to represent a value corresponding to 0 DKK or our purchase price minus the various expenses we may have for the recovery and sale of the goods. Our hourly rate for this work is 500 DKK plus 25% VAT per commenced hour.

Liability

You enter into this agreement with the understanding that you are responsible for your own results. You hold us free of all liability and responsibility for any actions or results or adverse situations created as a direct result of specific referral or advice given by us.

Withdrawal form

This form is to be completed and returned only if the right of withdrawal is claimed

- To City of Light, Knudsskovvej 36B, 4760, Denmark (e-mail: kontakt@city-of-light.dk)

- I / we (*) hereby announce that I / we (*) wish to exercise the right of cancellation in connection with my / our (*) purchase agreement on the following goods (*) / supply of the following services (*)

- Ordered on (*) / received on (*)

- The consumer's name

- The consumer's address

- The consumer's signature (only if the form's content is reported on paper)

- Date

(*) Not relevant

Also remember to enclose a copy of the invoice.