

Conditions For Online Shopping

Prices

All prices are in euros with 25 % Danish value added tax, unless otherwise stated.

The following are taken into account:

- changes in currency
- force majeure
- delivery failure
- tax changes
- sold out products and misprints

Sale Generally

The price given at the time of the order placement is the price which apply to the order. Typos are taken into consideration.

Delivery

Sold out products and postponed delivery from Elpan Wanpan Heating Panels are taken into consideration.

The delivery time from Elpan Wanpan Heating Panels is normally 3 to 6 work days, from departure from factory to address in Europe. It is the duty of the buyer that there is someone to receive the package on the receiver address and sign the waybill. If the package is to be redelivered it is at the buyer's expense.

Delivery costs in Europe

Weight	Deliveries under 1,5 meters	Additional cost over 1,5 meters
0-2kg	20 Euro	-
2-20kg	50 Euro	50 Euro
20-200kg	70 Euro	50 Euro

Cancellations

If you wish to cancel an already made order, this should initially be done by sending an e-mail marked "Cancellation". Time of order and order number are to be written in this e-mail.

If you received the confirmation by e-mail the cancellation can be done by returning this e-mail to sender with "Cancellation!" written in the topic. Cancelling an order should happen before 15:00 on the same day as the order was made.

If the order has not been cancelled before 15:00 on the day the order was made and if the package has already been sent from Elpan Wanpan Heating Panels, the customer pays the shipping costs.

Payment

Payment online may be completed with any of the following methods:

- Visa
- Visa Electron
- Mastercard
- JCB
- Maestro

Reclamation Right

There is a 2 years reclamation right on products bought at Elpan Wanpan Heating Panels as of the Sale of Goods Act. Additional reclamation rights or warranty will be separately mentioned in the invoice.

If the product breaks during the reclamation period it will be repaired for free at the Elpan Wanpan Heating Panels factory, on the condition that Elpan Wanpan Heating Panels is to be held responsible as of the Sale and Goods Act.

Damage to the product due to being wrongly operated, wrongly handled, modifications or severe abuse from the user is not covered by the reclamation right. This also applies to changing the applied amperage for any relevant component.

Using the Reclamation Right

Reclamation about defects and missing parts is to be informed to Elpan Wanpan Heating Panels within reasonable time after the product has been received.

The customer is urged to declare which part of the product is defect or which part is missing when reclaiming reclamation. Not doing so can increase the duration of the repair due to troubleshooting.

Products which are not covered by the reclamation right and/or is received without proper packaging, will be repackaged and an amount will be charged corresponding to the expenses of Elpan Wanpan Heating Panels for necessary, proper repackaging.

Products which are returned as cash-on-delivery or which are sent without postage will not be accepted by Elpan Wanpan Heating Panels.

Returning products which are not defect

When returning defect products to Elpan Wanpan Heating Panels, the customer will be charged a testing fee if the defect defined by the customer is not detected by Elpan Wanpan Heating Panels. The product will as well be returned to the customer.

The testing fee is 200 kr. for every half hour, value added tax included. The testing fee is calculated based on the time spent testing and troubleshooting.

Products should be returned with a copy of the invoice where the date of the purchase for the product to be reclaimed is written. If there is no attached invoice, the product will be stored until a copy of the invoice and a description of the defect is received.

Proper Returns

All products which are returned to Elpan Wanpan Heating Panels are to be properly packed. Credit is not given for products damaged at return due to lack of proper packaging.

If In Doubt

If you are in doubt of any aspects, it is recommended that you contact Elpan Wanpan Heating Panels via e-mail on elpan@wanpan.dk or by phone: 0045 – 63220044.

14 Days of Withdrawal

Online consumer sales provide a 14 days withdrawal period.

Elpan Wanpan Heating Panels gives 14 days of withdrawal when shopping online, counting from the day you receive your order. This does not apply to large orders which have been specially made. These orders cannot be cancelled once the production has started. Products Elpan Wanpan Heating Panels has ordered specially for you cannot be returned either.

The withdrawal period begins when the product is handed to the consumer. If you are to regret your purchase within 14 days, we refund the price of the product.

To use the withdrawal, the product has to be handed to the carrier no later than 14 days after receiving the package. If the product is not returned in the same condition as it was sent in, the value of the product is estimated from a possible reselling value by Elpan Wanpan Heating Panels.

When using the withdrawal the product has to be returned in original packaging. Missing original packaging will often lead to a decrease in sale value. If the package is not returned in original packaging, you will be charged with a fee set by Elpan Wanpan Heating Panels corresponding to the decrease in value. The worst case scenario when returning without original packaging is that the purchase cannot be withdrawal.

Expenses when returning products is the consumer's responsibility.

Elpan Wanpan Heating Panels refunds the amount within 30 days in accordance with § 12c of the Danish consumers advisory council.

How to return the product

There is two ways in which you can return the product:

- You may refuse receiving the package from the carrier. If this is the case, we ask you to inform the carrier that he immediately may return the package to Elpan Wanpan Heating Panels.
- You may receive the package from the carrier and afterwards, within 14 days, return the product to Elpan Wanpan Heating Panels. If this is the case, we ask you to attach a copy of the invoice of the products you have bought as documentation that the products has been bought at Elpan Wanpan Heating Panels. Remember to attach the account number you wish the money refunded to.

Returning products as a result of regret is at the buyer's expense.

The Returning Address is

Elpan Wanpan Heating panel
Grønlandsvej 2
5700 Svendborg
Danmark

EU VAT number: DK27916244

Elpan Wanpan Heating Panels refuse to accept products which are returned cash-on-delivery or without postage.