

## **TERMS AND CONDITIONS**

### **1. COMPANY INFORMATION**

When you buy products at [www.whenhorseschoose.dk](http://www.whenhorseschoose.dk) you will automatically accept our terms & conditions. Please read the following terms and conditions carefully before you place an order.

At the same time you will make an agreement with the company WhenHorsesChoose by Mia Lykke Nielsen, Smediestræde 4, 4622 Havdrup, SE nr. 27401856.

### **2. THE AGREEMENT**

This agreement is valid between the customer and WhenHorsesChoose for all products bought at [www.whenhorseschoose.dk](http://www.whenhorseschoose.dk).

The customer is obliged to give a range of information, such as name and e-mail address etc. to the Company WhenHorsesChoose.

### **3. PAYMENT**

All prices on the website [www.whenhorseschoose.dk](http://www.whenhorseschoose.dk) are shown in DKK. All prices include Danish VAT of 25% on orders to Europe.

Orders may be subjected to local taxes and/or import duties at your own expense.

When you make a purchase at the website, the payment will be drawn from your credit card the same day.

We accept credit cards or mobile pay.

The company pays a fee for the transaction in order to receive the payment, which will be payed by the company. All other fees will be charged to the customer.

### **4. DELIVERY**

When the customer has put an item in the basket, the customer can choose to go to the purchase site.

After the customer has put in all necessary information in order to purchase the item/s, the customer is then led to the payment site.

When the payment is done successfully, the customer will receive an order confirmation by mail.

After receiving the order confirmation, the customer will receive a link with downloading details. The customer will by this link be able to download the purchased item.

The link is personal and can only be used by the customer. The item that the customer downloads from the link is also personal for the customer. The customer is therefore not allowed to share the item with others.

It is up to the customer to make sure that they have the technical equipment in order to download and watch the bought material.

The customer is the only one responsible for possessing the right equipment.

## **5. RESPONSIBILITIES**

Whenhorseschoose.dk provides training videos within horse training and online courses within this field.

The courses is in the light of WhenHorsesChooses experiences within horse training.

Whenhorseschoose can't be responsible for any matters that can be related to the bought item/video/course from WhenHorsesChoose. Every horse and rider is different.

WhenHorsesChoose is not responsible for any damages on horse nor rider in case of misuse of the horse etc.

WhenHorsesChoose is only responsible for making sure that the videos etc. can be downloaded on common medias.

WhenHorsesChoose will not be reliable for any kind of loss etc. in case of any delay from WhenHorsesChoose's delivery of the product to the customer.

## **6. RETURN POLICY**

The products sold at [www.whenhorseschoose.dk](http://www.whenhorseschoose.dk) is videos and courses which is only products for download, which is why this item can't be returned.

The products bought at WhenHorsesChoose is not covered with the legal 14 days return policy according to Danish Law, as the products is within digital delivery, where delivery happens once the payment is done, jf. forbrugeraftalelovens(Danish customer law) § 18, stk. 2, nr. 13.

## **7. PERSONAL DATA**

Please see our personal data politics - [link](#).

## **8. COMPLAINT**

Customer complaints can be directed to the EU Online Dispute Resolution(ODR=). Follow this link: <http://ec.europa.eu/odr>.

By any complaint please note our e-mail address: [mail@whenhorseschoose.dk](mailto:mail@whenhorseschoose.dk)

## **9. RIGHTS**

All rights to the items sold belongs to [www.Whenhorseschoose.dk](http://www.Whenhorseschoose.dk).

By any purchase the customer only gets a license to use the product for the customers household.  
The item downloaded can't be shared or in any other way passed on to others.