

# Terms of service

## Welcome to Swenico

### Swenico AB

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## Purchase terms

### General

Swenico AB, reg. no. 559386-6188 (Swenico, Swenico's) operates the e-commerce and website (e-commerce, website, webshop) Swenico.com.

These terms describe the rules and regulations for the use of Swenico's website <https://swenico.com>.

By visiting this website, we assume that you fully accept these terms. Do not continue to use Swenico's website if you do not accept all the terms stated on this page.

The following terminology applies to these terms, privacy policy, and disclaimer, and all or any agreements: "Customer," "You," and "Your" refer to you, the person accessing this website and accepting the company's terms. "The company," "Us," "We," "Our," and "Swenico," "E-commerce," "Website," refers to our company. "Party," "Parties," or "Us," refers to both the customer, and/or either the customer or ourselves.

All terms refer to the offer, acceptance, and payment consideration required to perform a purchase from the customer in the most appropriate manner, whether through formal meetings of a fixed duration or in any other way, with the express purpose of satisfying the customer's needs for the provision of the company's stated services/products, in accordance with and subject to applicable laws. All use of the above terminology or other words in the singular, plural, capitalization, and/or he/she or they, are interchangeable and therefore refer to the same.

### Orders

These terms and conditions (the "Terms") apply when you, as a customer (the "Customer"), place an order through the Website or manually through our customer service. By completing a purchase, the Customer thereby accepts the Terms, including Swenico's privacy policy. By completing an order, you accept these terms and conditions. The customer enters into a purchase agreement when an order has been confirmed by Swenico via email confirmation to the email address provided at the time of the order. To enter into an agreement with Swenico, you must be 18 years of age.

By accepting Swenico's terms, the customer confirms that he/she has the full legal capacity to enter into an agreement with another party, is 18 years of age, and is of legal age. Individuals under 18 years of age are not allowed to shop on the website, and the website is not intended for individuals under 18 years of age. Orders made in another person's name, i.e. forgery, or in any other way that risks economic damage to Swenico, will be reported to the police.

In case of suspicion that the Customer or the Customer's order does not meet Swenico's terms, suspicion of irregularities, or abuse of the webshop, Swenico reserves the right to deny or change a customer's order.

This is a legally binding agreement between you and Swenico. By using the services, you accept the following terms and conditions, including the return policy, privacy policy, and Swenico's shipping terms. By using our services, you accept the terms and conditions. If you do not accept these terms and conditions, do not use the services.

### Shipping

All orders are delivered via DHL for fast and convenient deliveries. You can refer to [this page for detailed information about the shipping process and delivery times](#).

### Cookies

We use cookies. By continuing to use and browse the Swenico website, you agree to the use of cookies in accordance with Swenico's privacy and personal data policy.

Most modern interactive websites use cookies to retrieve user information for each visit. Cookies are used in some parts of our website to enable the functionality of this area and to facilitate the use for the people visiting. Some of our partners may also use cookies. Our use of cookies follows current GDPR laws.

### Integrity

The use of Swenico's services is subject to Swenico's privacy policy.

### Returns

All returns are subject to Swenico's return policy. Please refer to our return policy for information on applicable rules for any return. [You can find the return policy here](#).

### License

Unless otherwise stated, Swenico and/or its licensors own the intellectual property rights for all material on Swenico.com. All intellectual property rights are reserved. You may view and/or print pages from <http://www.Swenico.com> for your own personal use subject to restrictions set in these terms.

You may not:

- Republish material from <https://www.Swenico.com>
- Sell, rent, or sub-license material from <http://www.Swenico.com>
- Reproduce, duplicate, or copy material from <https://www.Swenico.com>
- Distribute content from Swenico (unless the content is specifically made for redistribution).

### Copyright

The majority of the images, designs, audio, data, and information, including all software available on the services, are largely copyright protected or under the ownership of Swenico.

You may not use any of the content on our website unless otherwise stated. If you would like to use any of the content shown on Swenico.com, you should first contact us for permission. You may save individual pages on our website, but only for informational purposes.

You may not modify or reproduce in whole or in part for any public or commercial purpose without written permission from Swenico. If we have reason to believe that any content displayed on Swenico infringes someone's intellectual property rights, we may remove the selected content.

Due to the nature of the content and its availability on the web, we cannot control the ownership of all content at all times, and if you have reason to believe that material outside of Swenico's ownership rights is being used, please contact us at [info@swenico.com](mailto:info@swenico.com) and we will remove the content if it infringes on any rights.

### Trademarks

The trademarks present on this website may or may not be the intellectual property of Swenico. All other trademarks, logos or brands belong to their respective owners, and we do not claim ownership of these logos, brand names or outside of our own logos and names. The trademark of Swenico may not be used in association with any product or services that are not offered by us in any way that may risk causing confusion among individuals, or in any other way that may discredit Swenico.

### Information on this website

The information on this website is not intended to replace or substitute for information from doctors or therapists. Always consult your doctor about any questions you may have regarding health effects and possible side effects or potential side effects before using any product.

### Hyperlinks to our content

The following organizations may link to our website without prior written approval:

- Government agencies;
- Search engines;
- News organizations;
- Online directory distributors when they list us in the directory may link to our website in the same manner as they hyperlink to the websites of other listed companies

These organizations may link to our home page, to publications, or to other website information so long as the link: (a) is not in any way misleading; (b) does not falsely imply sponsorship, endorsement, or approval of the linking party and its products or services; and (c) fits within the context of the linking party's website. Newsletters and Campaign Terms

All email registrations are subject to our privacy and data protection policy. All email registrations are subject to the privacy legislation of the GDPR. All discount codes and offers from Swenico have no cash value and cannot be combined with other coupons, campaigns, or discounts. Coupons are only valid for website purchases on [www.Swenico.com](http://www.Swenico.com) when ordering online.

### Iframes

Without prior approval and express written permission, you may not create iframes around our web pages or use any other techniques that in any way alter the visual presentation or appearance of our website.

### Discounts

The discounts on Swenico that state a certain % discount refer to the full price of the product unless otherwise specified.

### Removal of links from our website

If you find any link on our website or any linked website offensive for any reason, you may contact us about it. We will consider requests to remove links and do so if we find the request relevant.

Although we strive to ensure that the information on this website is accurate, we do not guarantee that it is complete or accurate; We also do not guarantee that the website will remain accessible or that the material on the website will be kept up to date.

### Illegal activity

Swenico reserves the right to investigate reports, complaints, or reported violations of Swenico's terms and conditions. We will take appropriate action when deemed appropriate.

### Links to other websites

Note that links to third-party websites or services from Swenico.com are provided as a convenience to you. When you click on a link, you leave Swenico.com and we are not responsible for anything you find when you leave Swenico's services.

Swenico has not reviewed all the links that we use on our website and does not control the content of websites outside of our own website. Swenico is not connected to, supports, or represents the websites and services that we link to outside of our own website. If you want to leave the Swenico website, please note that you do so at your own risk.

### Third-Party Content

Swenico is not responsible for third party content on its website that can be accessed through links or other sources. We are not responsible for any content you may find on third-party sources linked or referred to from Swenico. We are not responsible for any errors, legal inaccuracies, defamation, slander, omissions, falsehoods, obscenities, or swear words in the statements on third-party websites or services. By using our services, you understand that the content on these third-party sites is not supported or reflective of Swenico's values.

### Use and 18-Year-Old Limit

Nicotine products are regulated by law and are not intended for people under 18 years of age. Swenico has extensive systems and procedures in place to ensure that only users under the age of 18 cannot order products from this website. Nicotine pouches contain nicotine, a highly addictive substance.

Swenico's website is also not intended for people under the age of 18. By visiting Swenico.com, you confirm that you are 18 years of age or older.

Swenico cannot prohibit minors from visiting Swenico but has a control question to prevent this from happening. Swenico also relies on guardians and/or parents to be responsible for monitoring children under 18 years of age.

### Product Information

We do our best to accurately present correct information about products sold on Swenico.com. Please note that the colors on your screen may differ and may not provide an accurate representation of the colors of the products in reality. We reserve the right to any typos or incorrect information on the website.

To the extent that the website and the information and services on the website are provided free of charge, we will not be held liable for any loss or damage of any kind.

Brand names mentioned on this website are trademark-protected names, trademarks, and models and are the property of their respective owners.

### Order Information

When you purchase from Swenico, you guarantee that all information filled in and given to us is correct. During an order, we also verify your age limit to fulfill our duty of age limit control.

You guarantee that you are the cardholder and that your name is the registered name on the card. You promise that all purchases made from our website are made with your own card and information and that you never make an order in someone else's name without their consent. You promise that you are an authorized user of all credit or debit cards you provide. When you place an order, you guarantee that the delivery information is correct.

### Disclaimer for Products and Services

Swenico reserves the right to refuse or cancel an order at any time. We reserve the right to refuse service to anyone without explanation. We reserve the right to make changes to our services at any time, and we reserve the right to change the described products and prices at any time without notice.

### Prices and Fees

Swenico strives to have the information and prices on this website correct, but we reserve the right for final sale and any image and writing errors on the website. This may include things such as product description errors, incorrect prices, and incorrectly indicated inventory status.

Please note that prices and availability may change at any time. Although we do our best to keep prices updated and correct, we reserve the right to human error and typing errors in the pricing of our products. We reserve the right to make changes and corrections to the information presented on the website at any time.

If we discover a pricing or product error, we will inform you as soon as possible and cancel the order. We will then propose a solution for you.

The prices indicated on Swenico.com are stated in Swedish Kronor and include value-added tax (VAT). In some cases, fees may be added for things such as uncollected packages, installment payments, invoice setup, or otherwise. The cost of your order is calculated automatically and presented at checkout and in your order confirmation. We reserve the right to incorrect pricing and correction of this after an order has been made.

### Force majeure

In case of events outside of Swenico's control that may impede Swenico's ability to fulfill the purchase agreement, Swenico is not obligated to do so. "Force majeure" events such as changed legislation, strike, government action, blockage, sabotage, terrorism, war, fire, flood, natural disaster, or other extraordinary events exempt Swenico from its obligation to pay compensation. If the circumstances have lasted longer than two months, both you and Swenico have the right to cancel the purchase with immediate effect.

### Liability Limitation

Swenico makes no promises that the services, content, or functions of the products sold through our services will be error-free or uninterrupted.

Swenico is not responsible for errors, omissions, or issues in our own technology or that of its users. We are not liable for loss or damage due to a distributed denial-of-service attack, computer virus, or other harmful material that may damage or infect your computer equipment or other technology as a result of our services or downloading any material published on our website or services linked to it.

Swenico is not responsible for lost profits or earnings caused by the use of our services in any way.

If you have any questions about our terms, please visit our contact page and we will get back to you as soon as possible. We usually respond within 12 hours.

### Right of withdrawal

You generally have a 14-day right of withdrawal according to the Distance Contracts Act (2005:59) for purchases made at a distance via the internet. The right of withdrawal does not apply to purchases on the website when the goods offered for sale are fresh goods and have a limited shelf life.

### Reviews

To share your experiences, we encourage customers to leave reviews. By leaving a review of products or services, you grant Swenico permission and the right to publish these on the website and through other media. We reserve the right not to publish reviews that are deemed inappropriate or offensive.

### Payment processing terms

When you place an order on Swenico.com, the payment will be processed via our payments partner Qliro. You can pay via card or bank transfer. You can refer to their terms of service here:

[https://assets.qliro.com/terms/world/en/terms/1/user\\_terms.pdf](https://assets.qliro.com/terms/world/en/terms/1/user_terms.pdf)

### Information on Dispute Resolution and Others

If you have any questions about our terms and conditions, please feel free to contact us at [info@swenico.com](mailto:info@swenico.com).

Swenico follows the recommendations of the General Complaints Board.

Disputes between Swenico and a customer can be taken to the General Complaints Board for resolution if the customer is not satisfied with a decision from Swenico.

Information on the General Complaints Board: Box 174, 101 23 Stockholm [www.arn.se](http://www.arn.se).

Disputes can also be finally resolved by a general court. The Stockholm District Court should be the first instance for this.

Starting in January 2016, all online retailers located in the European Union or doing business with customers in the European Union must link to the "Online Dispute Regulation Platform" from the European Commission. To comply with these rules, we have included this section in our terms and conditions.

The European Commission has created an online dispute resolution platform ("ODR platform"). The ODR platform serves as an entry point for the out-of-court resolution of disputes arising from online sales obligations. The ODR platform can be accessed through the following link: <http://ec.europa.eu/consumers/odr>