

Webshop orders are personal. If an order is placed in another person's name without their consent, or would otherwise cause financial or other damage, we will report it to the police. To make a purchase in our webshop, you must be 18 years of age. We try to convey as fair and informative images of our products as possible. We reserve the right to retroactively correct any printing errors, errors in information or errors in product specifications. Product images do not necessarily represent their exact appearance.

Prices

All prices are stated in Swedish kronor (SEK) including value-added tax. In the event of any price changes in the shop, the price at the time of order placement applies. Please note that product prices and delivery costs are charged separately on all orders.

Ordering and order confirmation

The minimum value of an order must be 60 SEK. An automatic order confirmation will be sent to the e-mail address provided when you place an order. Please state the order number from your confirmation when contacting us about your order.

Online payment

Payments by VISA or MasterCard are accepted. We offer secure card payments via Nets Easy.

Delivery times

Normally, your order will ship within a few business days. If a product is temporarily out of stock, you will be notified. You can then choose to wait for the product to be delivered or cancel your order. The House of Nobility is not responsible for any postal service or courier delays. If you would like immediate delivery, please contact us by phone.

Delivery costs

Please note the difference between the product cost and the delivery cost before confirming your order. The delivery cost includes shipping and handling. Orders are normally delivered by PostNord as a postal package or an economy letter, depending on the package weight and dimensions. For bulky shipments, a special fee is charged according to Posten's postage table. Large orders (by volume, weight or both) are delivered using a courier partner.

Unclaimed packages

We reserve the right to charge for uncollected packages or products in order to cover our shipping and handling costs.

Complaints

If an item is broken, please contact us by e-mail within 14 days after receiving your order. Remember to state your name, phone number and order number. Any shipping damages should also be reported to the post office where your package was picked up. Feel free to photograph any shipping damage. We inspect all products prior to delivery.

Cancellation, return and exchange policies

According to the Swedish Distance Contracts Act, you have the right to cancel your purchase or exchange a product within 14 days after you receive your package. Always **contact us by e-mail and wait for a response** before forwarding your product to us, and state which product you do not want.

The buyer is responsible for paying return shipping charges in the event of a cancelled purchase or exchange, and the product must be unused and in the same condition as at the time of delivery. This also applies for the product's labels, bags, etc.

Copyright and cookies

All images and illustrations in the webshop are protected under copyright law, and we ask you to respect this.

This website uses cookies but does not save any personal data. According to the Swedish Electronic Communications Act, anyone who visits a website must be informed about the use of cookies. A cookie is a small text file that is stored on your computer when you visit a website. The next time you visit the website, your browser can use the cookie to display the pages according to your preferences. If you do not want to allow cookies to be stored on your computer and you turn off this function, the webshop will not be displayed correctly, and you will unfortunately not be able to shop with us.

Contact

To contact the House of Nobility about our webshop, please send an e-mail to: order@riddarhuset.se