

General Terms and Conditions for Pay and Collect

1. General Purchase Information

These general terms and conditions (“**Purchase Terms**”) apply between you as a consumer and Biltema Sweden AB (company reg. no. 556297–3320; hereinafter “**Biltema**”, “**we**”, “**us**”) when you purchase goods from us via our e-commerce site www.biltema.se (“**Biltema Online**”) and collect them at your chosen Biltema store. By placing an order via Biltema Online, you accept the Purchase Terms.

- You may only shop on Biltema Online if you are of legal age and have the right to enter into agreements.
- The minimum amount for purchases on Biltema Online is SEK 299, and a service fee of SEK 39 per order applies.
- Goods must be collected within 48 hours, otherwise the order will be cancelled.

We reserve the right to amend these Purchase Terms without notifying you in advance. The version of the Purchase Terms published on Biltema Online at the time of your order applies to your purchase.

Our full company and contact details can be found at the end of these Purchase Terms.

2. Ordering and Purchase of Goods

After selecting the goods you wish to purchase from us, you complete your order at checkout. By clicking the purchase button at checkout, you place your order and confirm that you wish to buy and pay for the goods shown in your cart/at checkout, and that these Purchase Terms shall apply to your purchase.

When we have received your order, we will send you an order receipt by SMS or email confirming that we have received your order. Please note that this order receipt does not constitute an order confirmation or acceptance of your order—it is only a confirmation that we have received your order. We will also send a message when your order is being picked from our warehouse, but that message does not constitute acceptance of your order either.

Once we have processed your order, verified that your ordered goods are available for delivery at the correct price, and **approved your order**, you will receive an **order confirmation** by SMS or email (to the contact details you provided at checkout), confirming that we have approved your order, that the purchase has gone through, and that an agreement has been entered into between you and us. Your order confirmation contains important information about your purchase—so please check it as soon as possible to ensure that all information is correct!

We reserve the right to refuse orders, regardless of the reason. If we refuse your order, we will notify you as soon as possible, and any advance payments will be refunded as soon as possible. Information about price and stock availability on our website is not

binding. A binding agreement only exists after your order has been approved by us through an order confirmation.

3. Changes to an Order

3.1. Changes to an Order

If you notice any inaccuracies in your order, it is important that you contact us immediately via your chosen Biltema store to change your order.

In the event of obvious errors (for example incorrect pricing, typographical errors, etc.), Biltema reserves the right to correct the error afterwards. If you are not satisfied with our correction, you naturally have the right to cancel your order.

3.2 Information About the Product

Information about an individual product is presented on Biltema Online on the product page for that item and in connection with the purchase of the product.

3.3 Stock Availability

Current stock status for a product at each Biltema store is shown via Biltema Online in connection with the order. If Biltema becomes aware that your order cannot be delivered in full due to discrepancies in the stock information on Biltema Online, the relevant Biltema store will contact you. In that case, you of course have the right to cancel or change your order.

Biltema reserves the right to refuse an order if the product is out of stock or in the event of technical errors.

4. Prices

All prices are stated in Swedish kronor and include VAT.

The price for the goods you order is the price stated on Biltema Online on the date of your order or when you last changed your order, subject to any typographical or other errors. Any service/delivery fee is shown at checkout.

5. Payment Methods

We offer the following payment options in cooperation with Qliro. In this connection, it should be noted that if the purchase is not completed, the refund is handled by Qliro either by releasing the reserved amount or by crediting the payment. For certain payment methods, an additional fee may also apply.

5.1 Direct Payment (Bank Transfer)

After you confirm your purchase at Biltema Online checkout, you are redirected to your online bank to complete your payment. The money will be withdrawn directly from your account when you approve the transaction.

5.2 Card Payment

You may choose to pay the full order value using a debit or credit card. We currently accept VISA and Mastercard. No card fee applies, and credit card payments are handled by our payment partner Qliro to ensure a fast and secure payment. For increased security, we use 3D Secure, which is a global security standard developed by VISA and Mastercard for payments over the Internet.

After you confirm your purchase at Biltema Online checkout, you will be asked to enter your card details to complete the order, after which the price of the order will be reserved on your account. The transaction uses SSL encryption, which means that no unauthorized person can see your details. The actual card charge is made only after you collect your order at the Biltema store. You are responsible for ensuring that there are sufficient funds on the card you chose to pay with at the time of reservation and payment. If the stated card cannot be charged when you collect the goods, Biltema has the right to cancel the purchase or require payment afterwards. Reserved amounts are handled by Qliro. If you have questions about your reserved amount, please contact Qliro directly on 08-40 900 300.

This is how it works:

1. Select card as the payment method at checkout. You will now be linked to Qliro's secure payment server.
2. Select the type of card, enter the card number, expiry date, card security code (CVV), and the cardholder's name. Please note that when using a virtual card, you should enter at least two months' validity.
3. A check is carried out to verify that the card details are correct and that sufficient funds are available for the purchase.
4. The purchase amount is first reserved on your account.
5. The reserved amount is transferred to the store when the goods are shipped/collected.

Card payments are processed in systems that comply with the requirements of the PCI-DSS security standard. For information about your payment, contact Qliro via the contact details at www.qliro.com.

Please note that we (Storebox) currently do not support payments made with debit cards via Samsung Pay or Apple Pay.

5.3 Qliro Invoice

Together with Qliro, we offer payment by invoice so that you can shop online easily and securely. The invoice must be paid within 14 days from the invoice date. The invoice is sent by email to the address you provide at the time of purchase. You can also view and pay the invoice in Qliro's app/website.

In the event of late payment, a reminder will be sent to you and a late fee of SEK 60 will apply, as well as default interest of 24% + the applicable reference rate. In the event of further delay, a statutory debt collection fee will also be added.

For invoice purchases, we reserve the right to carry out a credit check through Qliro AB. The collection and processing of your personal data and the credit check are necessary for us to process your request for 14 days' credit.

By making the purchase, in addition to these general "Pay and Collect" terms, you also accept Qliro's invoice terms. More information about Qliro's terms, which apply to your payment when this payment option is used, can be found [here](#).

5.4 Qliro "Buy Now – Pay Later"

With this payment method, you have 0% interest and a setup fee of SEK 39. Apart from that, no additional fees apply. The invoice is sent by email in the middle of the campaign month. You can also view and pay the monthly invoice in Qliro's app/website.

In the event of late payment, the promotional payment plan will be converted to a Qliro Account. A late fee of SEK 60 and default interest of 24% + the applicable reference rate will be added to the next monthly invoice.

At the time of purchase, we reserve the right to carry out a credit check through Qliro AB. The collection and processing of your personal data and the credit check are necessary for us to process your request for credit purchase.

Full terms and conditions, which apply to your payment when this payment option is used, can be found [here](#). See also the [Standard European Consumer Credit Information](#).

5.5 Qliro Account & Installment Payments

When you choose installment payment, you will immediately be informed whether your application has been approved and we can process your purchase right away. If your application is not approved, you can go back and choose an alternative payment method.

You may have one or more ongoing installment purchases, and Qliro will compile them into a monthly invoice that is sent to you by email in the middle of each month. You can also view and pay the monthly invoice in Qliro's app/website. You may at any time during the installment period pay your entire remaining debt in full.

In the event of late payment, a reminder will be sent to you and a late fee of SEK 135 will apply, as well as default interest of 24% + the applicable reference rate. In the event of further delay, a statutory debt collection fee will also be added.

At the time of purchase, we reserve the right to carry out a credit check through Qliro AB. The collection and processing of your personal data and the credit check are necessary for us to process your request for credit purchase.

Payment options and full terms and conditions, which apply when this payment option is used, can be found [here](#). See also the [Standard European Consumer Credit Information](#).

6. Delivery Information

6.1 Delivery Time and Delivery Method

When you purchase products from us via Biltema Online, you can choose which Biltema store to collect the products from. Unfortunately, we currently do not offer home delivery or delivery to a collection point—purchased products are always collected by you directly from the selected Biltema store. You can choose either to collect the goods directly in the selected Biltema store or via the Biltema store's drive-in service. Below you will find more information about each delivery method. Any shipping, delivery, or service fee is shown at checkout.

Each product page shows whether the product is in stock in your selected Biltema store. Products that are not stocked in your selected Biltema store cannot be ordered for collection there.

- Unless otherwise stated on the ordered products' product pages or at checkout, ordered goods that are in stock can be collected during regular opening hours at the selected Biltema store 2 hours after you have received your order confirmation.
- The 2-hour period runs and is calculated only during the selected Biltema store's opening hours. Therefore: (1) If you receive an order confirmation when the Biltema store is closed, the 2-hour period is calculated from the time the Biltema store opens

again. (2) If there are less than 2 hours until closing time at the relevant Biltema store when you receive the order confirmation, the 2-hour period is “paused” at closing time and resumes when the Biltema store opens again, which means collection can take place the following day during regular opening hours.

- Please note that the collection time for Pay and Collect – Drive In is limited to what is stated below, and the 2-hour period above runs and is calculated only during the collection times stated below.
- **If you do not collect your goods within 48 hours after receiving the order confirmation, the purchase will be cancelled and your money refunded.**

Pay and Collect – Collection in Store

Your goods are deemed delivered when you (or someone acting on your behalf) collect them at the selected Biltema store. Follow the signs to the “Pay and Collect” desk in the Biltema store where you have chosen to collect your goods. To ensure that your goods are collected by you, you must present your ID and the received order confirmation. Any representative must present both your ID and their own ID. **Electronic identification is not accepted.**

Pay and Collect – Drive In

Your goods are deemed delivered when they have been delivered to your car at your Biltema store. Follow the signs and instructions for “Pay and Collect Drive In” when you arrive at your Biltema store. To ensure that you are on site and that your goods are delivered to your car, we ask you to do the following once you are there:

1. When you arrive at the collection point, register your arrival by clicking the "Register arrival" button that you received in previously sent information.
2. Please enter your registration number so the staff know which car to deliver to. You can do this either via the SMS or email that was sent to you.

By doing so, you consent to our terms of use and procedures for Pay and Collect Drive In, and this is considered equivalent to an acknowledgment that you have received your goods.

Please note that we can only deliver your goods via Pay and Collect Drive In from 08:00 to 19:00 on weekdays and from 10:00 to 17:00 on weekends (the “collection period”).

Products exceeding the maximum weight of 25 kg cannot be ordered with Drive In and will automatically be removed from the shopping list. These goods can instead be ordered with Pay and Collect and collected at the pickup point inside the store.

6.2 Delivery Delays

If a delivery delay should unfortunately occur, we will notify you as soon as possible (including information about a new delivery time, if possible). If a delivery delay occurs,

you may—depending on the circumstances and in accordance with the Consumer Sales Act—be entitled to various remedies, such as the right to withhold payment, the right to require us to complete the purchase, and the right to cancel the purchase. For example, you may have the right to cancel the purchase if the delay is of material importance to you. Please contact us using the contact details at the end of the Purchase Terms if you would like to reach us regarding a delay.

Right of Withdrawal, Open Purchase, and Complaints

7.1 Right of Withdrawal

A 14-day right of withdrawal

When you purchase products from us via Biltema Online, you have (unless an exception applies, see below) under the Distance Contracts Act and the Act on Contracts Concluded Away from Business Premises the right to cancel your purchase without stating any reason (a so-called right of withdrawal) within 14 days.

If you wish to exercise your right of withdrawal, you need to notify us of this **within 14 days** from the date on which you, or someone on your behalf, collected the purchased goods at the relevant Biltema store (the so-called withdrawal period).

You can send your notice of withdrawal by email, letter, or phone using the contact details found at the end of these Purchase Terms or [Contact details](#). You may also notify us of your withdrawal at your local Biltema store. Please note that the notice of withdrawal must clearly state which purchase it concerns and that you wish to cancel the purchase.

There is a standard form for exercising the right of withdrawal, which you may use (and send to us) to exercise your right of withdrawal—the Swedish Consumer Agency has prepared a version of this form. Here you can access their [withdrawal form](#).

You can also exercise your right of withdrawal through our [Withdrawal Function](#), which you will find in the footer of our website. The Withdrawal Function is an electronic function that makes it possible to exercise your right of withdrawal directly on our e-commerce site in a smooth and simple way. When you exercise your right of withdrawal via our Withdrawal Function, you receive an acknowledgment confirming the time we received your notice of withdrawal.

To exercise your right of withdrawal in time, it is sufficient that you send your notice of withdrawal as described above before the withdrawal period has expired. If you do not receive confirmation that we have received your notice of withdrawal within a reasonable time after sending it to us, please contact our customer service immediately.

Return following withdrawal

If you cancel your purchase, you must return or send back the goods to us without undue delay and no later than within 14 days from the day on which you sent your notice of withdrawal to us. To meet the deadline, it is sufficient that you send the goods before the period has expired.

Send or return your cancelled goods to any Biltema store in Sweden. For the smoothest handling of your withdrawal case, you should preferably go to the Biltema store and hand in the cancelled goods directly there (otherwise, you may of course send them to any Biltema store).

You are responsible for the cost of returning goods following withdrawal. The cost of returning bulky goods that cannot be sent back by ordinary post is usually approximately SEK 900. The cost may vary depending on where you live, where collection takes place, which carrier is used, and similar factors. Please remember to package the goods well so that they are not damaged during the return following withdrawal.

Conditions for returns in the event of a cancelled purchase

You may of course inspect and examine a purchased item. Please handle the item carefully and only to the extent necessary to determine its nature, characteristics, and function. As guidance, you may handle the item in the same way as you would be permitted to do in a store.

The returned item must be complete, which means that all parts, accessories, instructions for use, original packaging, etc. must be returned to us. You are obliged to compensate us for any diminished value of the cancelled item to the extent that the diminished value is due to you having handled the item more than necessary to determine its characteristics or function (a so-called deduction for diminished value). The deduction for diminished value is normally made from the refund. You are also obliged to compensate us if any part of the item is missing.

Refund in the event of a cancelled purchase

If you cancel your purchase, a refund will be made without undue delay and no later than within 14 days from the day on which we received your notice that you had cancelled the purchase. However, we reserve the right to withhold the refund until we have received the goods back from you or until you have provided proof that you have returned the goods, whichever occurs first.

The refund will be made to you using the same payment method that you used for your purchase, unless we agree otherwise. We will refund the amount you paid to us, less any deduction for diminished value (see more about this above).

Exceptions to the right of withdrawal

There are certain situations in which you do not have a right of withdrawal when shopping with us. The right of withdrawal does not apply when you have purchased an item:

- that can deteriorate quickly or become too old. For example, certain types of food.
- that, with a broken seal, cannot suitably be returned for health or hygiene reasons—and the seal has been broken by you. For example, underwear.

Please contact us before placing your order if you are unsure whether or not you have a right of withdrawal.

7.2 Open Purchase

When purchasing from Biltema, in addition to the right of withdrawal, you have a 30-day open purchase period from the day on which you, or someone on your behalf, collected the order at the relevant Biltema store. This means that you can cancel your purchase and get your money back when you return your item within these 30 days. You may return it to any Biltema store you wish.

Please contact the customer service department at your nearest Biltema store as soon as possible. Don't forget to bring your receipt.

The following conditions apply to open purchase. **Please note: open purchase and the conditions below never limit your right of withdrawal.**

- **Conditions.** Open purchase applies only if (i) the item is unused, undamaged, and not destroyed, and all manuals and accessories are returned; (ii) the item is returned in its original packaging, and the original packaging is undamaged, i.e. usable—oils, chemicals, and other products that lack a seal cannot be exchanged; (iii) the receipt is presented. Open purchase does not apply to sale items, promotional items, or items with a reduced price, ordered goods, specially adapted goods, consumable goods, or items that are exempt from the right of withdrawal as stated above.
- **Time limit.** If you wish to use open purchase, you need to notify us of this and submit and complete the return purchase (or exchange) at any Biltema store within 30 days from when the goods were collected.
- **Refund.** Any refund will be made using the same payment method as at the time of purchase (e.g. the same card, cash to cash, etc.). Only the cost of the returned item will be refunded.

7.3 Complaints

1. *Your right to make a complaint*

If the item you purchased is defective, you have the right to make a complaint about the defect. An item may be defective if it does not conform to the sales agreement or the product description on Biltema Online. The Consumer Sales Act contains rules on when a purchased item is defective.

If an item is defective, you may—depending on the circumstances, the defect, your wishes, and the rules in the Consumer Sales Act—have the right to demand remedy (repair), replacement delivery, a price reduction, or to cancel the purchase (and then get your money back).

2. *The complaint notice*

If you wish to complain about a defect in an item, you must notify us of the defect. You are welcome to contact your nearest Biltema store directly and bring the item and your purchase receipt there, and they will handle your complaint in the best possible way.

If visiting your nearest Biltema store would cause you extra inconvenience, we recommend that you first contact your Biltema store by phone at 077-520 00 00. Otherwise, email and letter are also fine. You can find other [contact details](#) for your nearest Biltema store on our website. Other contact details that you may also use for your complaint can be found at the end of these Purchase Terms.

Please remember to describe the defect clearly when making a complaint, and that we need information to identify the purchase—preferably the purchase receipt.

Please note that you must complain about a defect within a reasonable time after you should have noticed the defect. A complaint made within two months after you noticed the defect is always considered to have been made in time.

3. *Our liability period for defects*

We are liable for defects in your purchased product that existed at the time of delivery and that become apparent within three years from that date. A claim due to a defect becomes time-barred if it is not made within two months from the end of the above-mentioned three-year period. In other words, if a complaint is not made within a reasonable time from when the defect should have been discovered, and no later than within three years and two months from when you received the goods, you lose the right to invoke any remedies under the Consumer Sales Act against us due to the defect.

4. *Return following a complaint*

In the event of a complaint, we may ask you to return the complained-about item. In that case, hand it in or send it to your nearest Biltema store, the address details of which you will find at the top of our store selector on our website. There you can also find our general [contact details](#).

However, do not send the item until we have expressly asked you to do so. If the complaint is approved, we will cover the return shipping. If the complaint is not approved, you must cover the return shipping yourself.

5. *Refund*

If a refund or price reduction is to be made, the refund will be made without undue delay using the same payment method as the original payment (if you paid by invoice via

Qliro, any applicable crediting will be carried out by Qliro in accordance with their [terms](#)).

8. Product and Price Information

We always strive to provide accurate information, but mistakes can sometimes occur. We are never bound by any information that you realized or should have realized was incorrect, for example when information we provide about a product or its price is obviously incorrect due to a typing or printing error. This applies to information on Biltema Online, in catalogues, advertising mailings, marketing materials, and otherwise. In such cases, we reserve the right to cancel your order.

Biltema has the right to correct such errors, change or update the information on Biltema Online, and continuously make product changes and improvements.

We cannot guarantee that the images on the website in all cases reproduce the exact appearance of the item, including because different screens and individual screen settings affect color reproduction (which is why we cannot guarantee that the color shades of the goods correspond to the images shown when you visit our website).

9. Personal Data

When you shop or interact with us, you may share your personal data with us. We process personal data in accordance with Biltema's privacy policy, which you can find here: [\[Privacy Policy\]](#).

10. Cookies

We use cookies on our e-commerce site. For detailed information about our use of cookies, see our cookie banner and privacy policy. Read our [cookie policy](#).

11. Applicable Law and Disputes

These Purchase Terms shall be interpreted and applied in accordance with Swedish law.

We always strive for you to be satisfied when shopping with us. If a dispute arises that we cannot resolve together, you can always contact the National Board for Consumer Disputes (ARN) to have your case reviewed, using the contact details below. ARN makes independent decisions in, among other things, complaint cases. Biltema always participates in any disputes before ARN.

- *National Board for Consumer Disputes*
Box 174
101 23 Stockholm
<http://www.arn.se>

Disputes may also be tried by a Swedish general court.

12. Company Information and Contact

12.1 Company Information

- Biltema Sweden AB
- Company reg. no. 556297–3320
- Arenavägen 17–19, 2nd floor, 433 33 Partille

12.2 Contact

You can reach Biltema's knowledgeable customer service department, ready to answer your questions, at kundservice@biltema.com or by phone at 077-520 00 00 on non-holiday weekdays between 08:00 and 17:00.

You can find the address, phone number, and email for each Biltema store via [Biltema Online](#).