

# GENERAL TERMS AND CONDITIONS

MANNAZ A/S

[www.mannaz.com/da](http://www.mannaz.com/da)

## Introduction

The following terms and conditions apply to the purchase of products at [www.mannaz.com/da](http://www.mannaz.com/da) for delivery in Denmark, unless otherwise expressly agreed.

## Product information

The essential features of a product are described at [www.mannaz.com/da](http://www.mannaz.com/da). For additional information and questions about existing information, please send an email to Mannaz A/S at [info@mannaz.com](mailto:info@mannaz.com).

## Prices

All prices are current and valid on the day of ordering only. Prices change on an ongoing basis – sometimes from one day to another. The Buyer will be invoiced the price valid on the day of ordering.

All prices include materials and meals, but exclude VAT and travel, unless stated otherwise. Mannaz reserves the right to change the prices and is not liable for errors and omissions.

## Enrolment and purchase

You can enrol online at [www.mannaz.com/da](http://www.mannaz.com/da) 24/7 or by calling us during our office hours, Monday to Friday, from 8 a.m. to 4 p.m., on +45-4517-6000.

As a rule, your enrolment is personal and binding. When enrolling, you must state your EAN No., User ID, PO No. or similar if your company requires this to appear on the invoice. Invoices are issued immediately upon enrolment.

For online orders you may also elect to pay by credit card. In order to use this option, you must be at least 18 years old and the holder of a valid payment card that we accept.

Online payments are subject to the current card fee rate.

When you are ready to order, please enter your name, address, email address, telephone number and payment method, and then click 'Pay online'.

A binding agreement between the Buyer and Mannaz A/S has not been entered into until Mannaz A/S confirms the order and accepts the Buyer's offer by confirming receipt.

As a rule, your enrolment is personal and binding.

### **Collective enrolment in several courses**

If you enrol in several courses as a collective training programme, you will receive an invoice for each course. If you deregister from one of the courses of your training programme, you will be invoiced the full price of the courses that you completed.

### **Deregistration and transfer**

Deregistration or transfer to another course date can occur if this is done in writing (letter or email) as per the guidelines below:

- Up until 6 weeks prior to course start: free of charge
- Between 6 and 4 weeks prior to course start: 25% of the course price will be charged
- Between 4 and 2 weeks prior to course start: 50% of the course price will be charged
- Less than 2 weeks prior to course start: 100% of the course price will be charged

If you are unable to attend the course due to illness or for any other reason, a colleague may take your place on the course.

## Cancellation

In order to maintain the quality of our courses, we reserve the right to cancel courses. This could happen if, for example, the number of participants on a course is deemed too low to enable the participants to gain the maximum benefit from the course.

Should this happen, we will naturally offer a spot on the next available course with the same content. If a spot on a future course is not convenient, a credit note will be issued immediately for the course in question.

## Invoicing

The full course price is invoiced immediately upon enrolment. The payment terms are 30 days from date of invoice.

It is possible to split an invoice into instalments. However, each instalment must total at least DKK 20,000. Instalment invoicing is subject to a fee of DKK 250 per invoice. One invoice can be split into a maximum of three instalments.

## Missing invoice information

Missing invoice information in the form of correct company name, EAN number, purchase order number, etc. will require re-invoicing and is subject to a fee of DKK 500.

## Missing payment

Late payments are subject to interest for each month or part of a month as well as a reminder fee of DKK 250.

## Payment

The card information you enter when you purchase our products will be transferred through the [www.mannaz.com/da](http://www.mannaz.com/da) payment gateway (QuickPay) directly to NETS in an encrypted format (SSL). Hence, no one else will see or store the information about you. When making a purchase with a combined credit/debit card or any other credit card, the amount will be charged to your account as soon as you receive confirmation from us that we have received your order.

At [www.mannaz.com/da](http://www.mannaz.com/da), you can pay with the following cards: Dankort, Visa, Visa Electron, MasterCard, Maestro & JCB and American Express:



## Complaint

Your purchase is covered by the Danish Sale of Goods Act, including the regulations on defects. Naturally, the claim must be justified. This means that you can either have a defect product exchanged, get your money back or get a discount on the price, depending on the specific situation.

Any claim regarding defects on delivered products must be reported to Mannaz A/S immediately after the Buyer has received the product (no later than on the day after receipt of the product) by email to [info@mannaz.com](mailto:info@mannaz.com) (remember to state order number and customer ID). Otherwise the Buyer will lose his or her right to assert the claim. Please state, and, if requested, demonstrate, the nature of the defect.

## Right of cancellation

In order to enforce the right of cancellation, you must inform us no later than 14 days after purchasing the product. You may use the standard right-of-cancellation form below if you wish to cancel your purchase.

If the Buyer informs Mannaz A/S that he or she regrets their purchase within 14 days of the purchase, Mannaz A/S will reimburse the amount received.

The monies will be credited to the credit card that was used for the purchase. For security reasons, we are unable to reimburse funds to other credit cards. There may be exceptions to this if the payment card used for the purchase has been replaced by a new payment card in the meantime.

Some products are not subject to right of cancellation, or the Buyer may lose the right of cancellation. In our order confirmation, we will clarify if the right of cancellation does not apply to the product, e.g. due to the nature of the product.

You may use the standard right-of-cancellation form below if you wish to cancel your purchase:

To Mannaz A/S, Kogle Alle 1, Hørsholm:

- I/we (\*) hereby wish to enforce my/our (\*) right of cancellation in connection with my/our (\*) purchase order for the following products (\*)/delivery of the following services (\*)
- Ordered on (\*)/received on (\*)
- Name(s) of consumer(s)
- Address(es) of consumer(s)
- Signature(s) of consumer(s) (only if the form is submitted as a paper copy)
- Date

(\*) Please cross out the portion that does not apply.

#### **Disclaimer and warranty:**

Mannaz A/S is not liable for any direct or indirect losses due to ordered products arriving late to the Buyer or the ordered products having defects, when delays or defects are due to the Buyer's action or omission or circumstances which are beyond Mannaz A/S' control, such as war, riots, civil strife, fire, government interference, seizure, currency restrictions, labour disputes of any kind, including strikes and lockouts, or similar.

#### **Personal data**

In order to shop at [www.mannaz.com/da](http://www.mannaz.com/da), you are required to provide the following information as a minimum:

- Name
- Address
- Email address
- Telephone/mobile number

The above data will be stored together with information regarding which products you have purchased for five years from the end of the financial year that the

information concerns, cf. the Danish Financial Statements Act, Article 10, upon which the information will be deleted.

If, however, you have created a user name and password in order to use the self-service option for our products, your personal information and all order information will not be deleted, unless you ask us to do so.

No information will be disclosed or sold to a third party, unless this is done in connection with a restructuring or whole or partial sale of the company. Any disclosure in such a situation will occur according to applicable data protection laws.

As a customer, you have the right to access the personal data we hold about you and you have the right to dispute this information pursuant to the relevant stipulations of the Danish Act on Processing of Personal Data and, in such a case, by contacting Mannaz A/S by email to [info@mannaz.com](mailto:info@mannaz.com).

## **Cookies**

By using [www.mannaz.com/da](http://www.mannaz.com/da), you accept that we use cookies. A cookie is a small data file that we place on your computer to keep track of what happens during your visit and in order to recognise the computer. A cookie is not a program and does not contain any virus.

If you would like to learn more about which cookies are used at [www.mannaz.com/da](http://www.mannaz.com/da), and how to delete cookies, please click here: <http://www.mannaz.com/da/om-mannaz/privacy-policy/>

## **Subject to change:**

Mannaz A/S reserves the right to change and update the rules and conditions that apply to the website [www.mannaz.com/da](http://www.mannaz.com/da). It is therefore important that you stay up to date to see if any changes have been made.

## **Useful links:**

PBS – Pengeinstitutternes Betalings Service (Direct Debit) [www.pbs.dk](http://www.pbs.dk)

FDIH / Forbrugerrådet (Danish e-Commerce Association) [www.fdi.dk](http://www.fdi.dk)

Forbrugerstyrelsen (Danish Consumer Agency) [www.forbruger.dk](http://www.forbruger.dk)

Forbrugerrådet (Danish Consumer Council) [www.forbrugerraadet.dk](http://www.forbrugerraadet.dk)

Forbrugerinformation (Consumer Information) [www.forbruger.dk](http://www.forbruger.dk)