

Terms and conditions for Pressalit A/S

Valid from 2 February 2026

1. Contact details

Pressalit A/S
Pressalitvej 1, 8680 Ry, Denmark
CVR no.: 84364517
E-mail: pressalit@pressalit.com
Telephone: +45 87888788

2. Introduction to these terms and conditions

These terms and conditions apply to purchases made on the website www.pressalit.com, which is owned and operated by Pressalit A/S, CVR no. 84364517, Pressalitvej 1, 8680 Ry, Denmark, hereinafter referred to as "Pressalit", "we" or "us".

The terms and conditions apply to both consumers (B2C) and business customers (B2B). Where there are differences in rights and obligations between B2C and B2B, this is specifically stated in the individual sections below.

If you, as a business customer, have entered into a separate trade agreement with Pressalit, the trade agreement will prevail in the event of any inconsistency with these terms and conditions. The webshop cannot display customer-specific agreements, but these still apply regardless of the webshop view.

We recommend that you read the terms and conditions carefully before you make a purchase in the webshop.

3. Ordering goods

You can order online 24 hours a day. You must be 18 years of age to make purchases on www.pressalit.com.

We process orders from Monday to Thursday between 8:00 a.m. and 4:00 p.m., and on Fridays between 8:00 a.m. and 3:30 p.m.. Orders placed outside this period are generally handled the following working day.

You will receive a separate dispatch notification, which will also state how to track your order.

When you place an order, we will send you a receipt via email. Please note that this receipt is not an order confirmation and that we are not bound by the order at that time. A final agreement between you and Pressalit is only concluded when we have confirmed by email that we are bound by the order. This means when you receive an order confirmation from us.

You are responsible for ensuring that the customer information you enter as part of a purchase is correct, as we do not subsequently validate or check this information.

4. Prices and payment

To shop at www.pressalit.com, in addition to being 18 years of age or older, you must also be in possession of a valid means of payment that we accept.

We accept the following means of payment: Visa/Dankort, Visa Electron, MasterCard, Google Pay, Apple Pay and MobilePay via the Stripe payment platform provided by Stripe Payments Europe Limited ("Stripe").

The applicable price is the price stated in the order summary at the time of placing the order before you accept.

For purchases of non-physical/digital goods, payment is deducted immediately.

For purchases of physical goods, payment will only be deducted once the order has been processed and dispatched.

Pressalit can never debit a larger amount than what you have authorised when placing the order (this right only applies to consumers, as shipping prices are only given as estimates for business customers).

The information you enter when using a payment card is sent directly to Stripe in encrypted form, meaning that only Stripe can read this information. Pressalit never receives your full payment card details.

In case of late payment, Pressalit is entitled to charge default interest and compensation fees per commenced month after the due date of the invoice until payment is made in accordance with the provisions of the Interest Act. Pressalit may charge a reminder fee of EUR 15.00 for each payment reminder sent. In case of payment default, Pressalit is entitled to withhold further deliveries or parts of the services without incurring liability.

5. Delivery

Delivery costs and fees vary according to the nature, size and weight of the goods, but the specific delivery costs will be stated on the webshop before you pay.

Expected delivery time is stated under each product on the webshop. Unless otherwise stated, the actual delivery time may vary by a few days depending on the chosen delivery method. If your order contains multiple items, the total order will always be delivered together based on the item with the longest delivery time. Digital products are delivered immediately.

For sales to business customers (B2B), the shipping prices listed in the webshop are indicative as they are based on estimates from the supplier nShift. The actual shipping price may differ from the estimate due to changes in weight, volume, packaging or carrier conditions, and Pressalit therefore reserves the right to adjust the shipping price before dispatch.

For sales to business customers (B2B), Pressalit reserves the right to cancel or correct an order in case of price errors, currency calculation errors, technical errors, incorrect stock information and incorrect freight calculation.

For sales to business customers (B2B), DAP Incoterms 2020 apply to webshop orders. The risk passes to the customer upon delivery at the delivery address specified in the order flow. The customer is also responsible for customs duties, import duties and local taxes, etc.

6. Warranty

Upon purchase of Pressalit products, Pressalit A/S, Pressalitvej 1, 8680 Ry, Denmark, provides a 24-month warranty. This warranty does not affect any statutory rights you may have to free remedy under applicable legislation. Pressalit shall, at its discretion, repair or replace the product with the same or another suitable model if material or manufacturing defects become apparent during normal use within 24 months from the date of purchase. This product warranty is conditional upon proof of purchase of the product. In the event of a complaint, you must contact the retailer or store where the product was purchased.

7. Right of cancellation (for consumers only)

You have the right to cancel the purchase within 14 days from the date you receive the goods or take physical possession of the last item in the case of a contract for several different goods ordered in one order and delivered individually.

The right of cancellation can be exercised without stating any particular reason by sending a notification to us by ordinary letter, e-mail or via our website within the above-mentioned deadline. Once you have created a return case, you will later receive an email with instructions on how to send the parcel back to us. You can also choose to use the standard cancellation form found at the bottom of this document, although this is not a requirement.

Please send the cancellation notice to the following address:

Pressalit A/S
Pressalitvej 1, 8680 Ry, Denmark
E-mail: pressalit@pressalit.com

You cannot exercise the right of cancellation by simply refusing to receive the goods or by failing to collect them from the carrier.

We recommend that you always include your order number in the cancellation notice to avoid errors and delays.

However, the right of cancellation does not apply to digital products where you get immediate access or digital products that you purchase through our webshop once you have downloaded the product .

Please note that you must bear the cost of returning the product yourself, unless we have delivered the product to you in error or if the product was damaged or defective upon receipt. It is not possible for us to specify the cost of the return shipment in advance, as this depends, among other things, on the weight of the item and the choice of carrier etc. However, it is likely that the return shipment will cost at least the same as what you have paid in the webshop for delivery (provided that the delivery has not been free).

If you send a notice of cancellation, you must subsequently return the goods to us at the above address without undue delay and no later than 14 days after you gave notice of cancellation. We may require proof that the goods have been dispatched before the expiry of the deadline.

If the item is sent, it must be packed securely and please include a copy of the cancellation notice and/or state the order number on the package

Returned goods must be in good and undamaged condition. If returned goods show signs of damage or use beyond what is necessary to determine the nature, characteristics and functioning of the goods, you will be liable for the diminished value of the goods. In order to receive a full refund, you must test the item but not actually use it.

Payment for the goods will be refunded as soon as possible and in any case within 14 days of our receipt of your cancellation notice. However, we reserve the right to withhold the refund until we have received the item(s) back for inspection or until you have provided proof that the item has been returned, whichever is earlier.

If you cancel the purchase in accordance with these terms and conditions, we will refund the purchase price less any depreciation in value. We will also refund your original shipping costs (excluding additional costs resulting from your own choice of a delivery method other than the cheapest standard delivery method) if the purchase is cancelled for all items ordered. We will make the refund using the same means of payment that you used to make the original transaction.

Special for business customers (B2B): There is no right of cancellation for business customers.

8. Complaints

The Danish Sale of Goods Act's defect rules may apply to the purchase of goods. You generally have a 2-year right of complaint from receipt of the goods according to the Danish Sale of Goods Act if you believe that the goods you have received are defective. You must notify us within a "reasonable time" after you have discovered a fault/defect in the product.

If you complain about a product, you must describe the defect/fault in writing and attach a copy of your invoice.

9. User creation for B2B webshop (this section only applies to business customers)

User accounts for Pressalit's webshop are created either via automatic onboarding or manually by Pressalit.

The customer is responsible for ensuring that all customer information is correct. The customer is also responsible for all actions performed via the customer's user accounts.

Login to the webshop is personal to the customer's employees and must therefore not be shared/disclosed to other persons. Suspected abuse must be reported to Pressalit immediately.

The user must not, for example:

- circumvent security systems,
- tamper with order or price data,
- attempt to access areas without authorisation,
- misuse functionality or otherwise damage operations.

The Customer accepts that order updates, confirmations, invoices and system messages may be sent electronically.

Pressalit may continuously add, change or remove functions in the webshop without notice.

Pressalit may refuse, temporarily suspend or permanently disable access in the event of, among other things:

- suspicion of abuse,
- non-compliance with terms and conditions,
- security considerations,
- termination of co-operation between the company and Pressalit.

10. Access to website

Pressalit endeavours to ensure the best possible operational reliability, but cannot be held responsible for the operational stability of the website. Pressalit cannot be held responsible for lost or slow data connection to the webshop. In the event of crashes, disruptions and/or attacks, Pressalit will endeavour to and do its best to restore normal operation as quickly as possible.

11. Events beyond our control

Pressalit shall not be liable for any failure or delay in the performance of any obligation, including as a result of strike, lockout or other industrial action, civil commotion, riot, invasion, war (whether declared or not), fire, explosion, storm, flood, inability to use railways, ships, aircraft, motor transport or other means of public or private transport, government restrictions by law or pandemics.

12. Complaints

If you want to complain about your purchase, please contact us by email:pressalit@pressalit.com. If we are unable to find a solution, you can send a complaint to:

The House of Nævnenes Hus
Mediation team for consumer complaints
Toldboden 2
8800 Viborg, Denmark
www.naevneneshus.dk

13. Data protection

Pressalit processes your personal data when you use our website and when you shop in our webshop. For more information about our processing of your personal data, please refer to our [privacy policy](#).

14. Cookies on our website

Our website uses cookies. You can read more about our use of cookies and similar technologies in our cookie banner and [cookie policy](#).

15. Choice of law and jurisdiction

These terms and conditions, and any contract for the purchase of goods from us, are governed by Danish law, excluding Danish conflict of laws rules and CISG.

Any dispute arising out of or in connection with these terms and conditions shall be settled by the Danish courts.

Appendix: Standard cancellation form

(this form must be completed and returned only if the right of cancellation is exercised)

To Pressalit A/S, Pressalitvej 1, 8680 Ry, e-mail: pressalit@pressalit.com:

I/we (*) hereby notify that I/we (*) wish to exercise the right of cancellation in connection with my/our (*) purchase agreement for the following goods (*)/delivery of the following services (*)

Ordered on (*)/received on (*):

Consumer's name(s):

Consumer's address (Consumer's address):

Consumer's signature (Consumer's signatures) (only if the content of the form is communicated on paper)

Date

(*) Delete what is not relevant