

Web solutions:

Checklist for payment pages

VALITOR

The following items must appear and be visible on the merchant's website

- Merchant information (name, ID No., address, telephone number and e-mail address).
- Merchant's Terms and Conditions visible on the website and in the payment process
- The refund policy must be very clear and visible next to the order button.
- When product is shipped and shipping costs (if applicable).
- Delivery time (if applicable).
- Trademark (logo) of the card association covered by the agreement.
Visa/MasterCard/Amex
- Security terms (Privacy Policy / Personal Data Protection).).
- Laws and legal venue.



VALITOR

Instructions for Terms and Conditions (example).

Information on the company/merchant

Name, address, telephone number and e-mail address.

(Company name) reserves the right to cancel orders, i.e. due to incorrect price information or to stop offering product types without notice. The right to confirm orders via telephone is reserved

Product delivery

All orders are processed the next working day after the order is placed. If the product is not in stock, a service representative will contact you and inform you of the estimated delivery time of the product. Of all orders distributed by Íslandspóstur, Íslandspóstur's delivery, warranty and shipping terms apply to the delivery of the product. (Name of company) is not responsible for lost shipments or damage that may occur to goods in transit. If a product is lost in the mail or suffers damage from the time it is shipped from (company name) to the person in question, the damage is the buyer's responsibility. You can pay ISK 590 for a registered letter. Free home delivery is on orders for at least ISK 1,000, unless otherwise stated in the product description.

Product price and shipping costs

All prices in the online store include 24% VAT, but shipping costs are then added before payment is made. We send all products by Íslandspóstur directly to your door.

Shipping costs are ISK 400.

(Shipping costs vary by company. If you purchase products for, e.g. ISK 10,000 or more, the shipping costs will be waived.)

Returning or exchanging products

A 14-day right of return is granted for the purchase of a product in exchange for the presentation of a sales invoice which shows when the product was purchased in a satisfactory manner. The product must be unused, in perfect condition and in its original, undamaged packaging when returned. If a product is sealed, the seal must not be broken. The return of a product is



based on its original price, unless the product in question is on sale or on special offer when returned. The price of the product is then based on the day it is returned.

Defective product

If a product is defective, customers are offered a new product instead and all shipping costs in question or a refund is paid if required. In other respects, refer to the Consumer Purchases Act No. 48/2003 and the Act on Consumer Contracts.

Logos

The right logos for sales sites can be found on our website. Merchants are required to update the Visa, MasterCard and American Express card associations' logos in accordance with the associations' current trademark rules.

Confidentiality (security terms)

The merchant guarantees the buyer full confidentiality regarding all information provided in connection with the transaction. Information shall not under any circumstances be given to a third party.

Privacy policy All personal information will be strictly confidential and will not be given or sold to a third party.

Laws and legal venues

This agreement is in accordance with Icelandic law. If a case arises as a result, it shall be brought before the Reykjavík District Court (if the company is domiciled in Reykjavík) or the Reykjanes District Court (if the company is domiciled in e.g. Garðabær or Kópavogur), etc.

Governing law / Jurisdiction These Terms and Conditions are in accordance with Icelandic law.

