

TERMS AND CONDITIONS OF SALE AND DELIVERY OF ZEDERKOF A/S

SELLER

ZEDERKOF A/S
PRINS CHRISTIANS KVARTÈR 28
7000 FREDERICIA, DENMARK

CVR-nr.: 27711677

 [+45 89121200](tel:+4589121200)

 info@zederkof.com

These terms govern international online purchases by consumers from Zederkof A/S. They explain how the contract is formed, how delivery and payment work, and the consumer's rights concerning withdrawal, returns, delay and non-conforming goods.

Effective from 14 September 2026

SCOPE AND CONSUMER STATUS

1.1 These terms apply when Zederkof A/S sells physical goods at a distance to a consumer through zederkof.com or another international Zederkof webshop that refers to these terms.

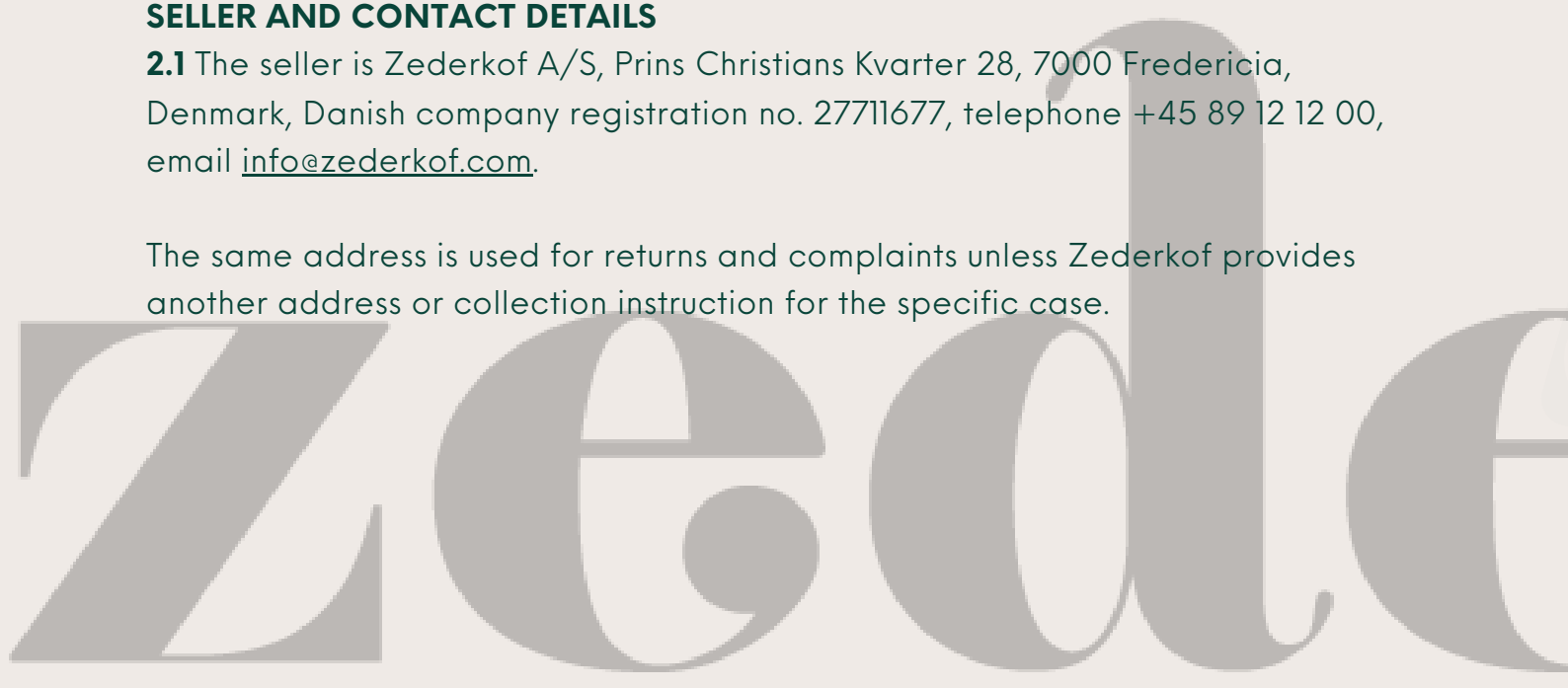
1.2 A consumer is a natural person who acts mainly for purposes outside that person's trade, business, craft or profession. If the purchase is made mainly for business or professional purposes, Zederkof's B2B terms apply instead.

1.3 Mandatory consumer protection rules always apply. Nothing in these terms limits rights that cannot lawfully be excluded or restricted in the country whose mandatory rules protect the consumer.

SELLER AND CONTACT DETAILS

2.1 The seller is Zederkof A/S, Prins Christians Kvarter 28, 7000 Fredericia, Denmark, Danish company registration no. 27711677, telephone +45 89 12 12 00, email info@zederkof.com.

The same address is used for returns and complaints unless Zederkof provides another address or collection instruction for the specific case.



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PRODUCT INFORMATION

3.1 Zederkof endeavours to ensure that descriptions, images, prices, dimensions, colours and other product information are correct. Product images are illustrative, and colours and materials may appear differently because of screen settings, lighting and natural variations.

3.2 The product description, specifications expressly stated on the product page, the order and Zederkof's order confirmation form part of the contract. Before ordering, the consumer should check that the product's dimensions and stated properties suit the intended use.

3.3 Zederkof may correct obvious typographical, calculation, system or pricing errors before accepting an order. If an obvious error is discovered after an order has been submitted, Zederkof will inform the consumer and will not process the order on the erroneous basis without the consumer's express acceptance.

ORDERS AND FORMATION OF THE CONTRACT

4.1 Products displayed in the webshop are invitations to place an order. The consumer can review and correct the basket and entered information before submitting the order.

4.2 The consumer's order is an offer to purchase. An automatic acknowledgement that the order has been received is not an acceptance unless it is expressly identified as an order confirmation. The contract is formed when Zederkof sends an order confirmation or dispatches the goods, whichever occurs first.



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4.3 Zederkof may reject an order before the contract is formed, including where a product is out of stock, a price or system error is obvious, payment cannot be authorised, or performance would be unlawful. Any amount already captured will then be refunded without undue delay.

4.4 The order confirmation and these terms are provided electronically on a durable medium. The consumer should retain them together with the invoice and order number.

4.5 The consumer must be at least 18 years old or otherwise legally entitled to enter into the purchase, including with the necessary consent of a parent or guardian.

PRICES VAT AND OTHER CHARGES

5.1 Prices displayed to consumers include VAT at the rate applicable to the delivery destination and include unavoidable charges that can be calculated in advance. The currency and final total shown before the order is submitted apply to the purchase.

5.2 Delivery charges and any charge for an optional service are shown separately before the order is submitted. No charge that was not properly disclosed before the purchase will be added after the contract is formed.

5.3 For delivery outside the EU, the checkout will state whether import VAT, customs duties, customs clearance fees and other local charges are included. Where they are not included and this is clearly disclosed before purchase, the consumer is responsible for those charges as importer in the destination country.

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ENVIRONMENTAL FEE

6.1 Zederkof may charge an environmental fee as a contribution to waste management, recycling of materials and other environmental initiatives.

6.2 Where an environmental fee applies, its amount is shown before the order is submitted and included in the final total. The fee may apply whether the order is delivered or collected.

PAYMENT

7.1 The payment methods available for the relevant country are shown at checkout. Terms imposed by a selected third-party payment provider may also apply to the payment service.

7.2 For card and similar payments, the amount may be reserved when the order is placed in accordance with the rules of the payment method. Unless the selected payment method lawfully provides otherwise, Zederkof captures payment when the goods are dispatched.

7.3 If an order is dispatched in separate consignments, Zederkof may capture the part of the payment relating to each consignment when it is dispatched.

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DELIVERY AREA COSTS AND METHOD

8.1 Zederkof delivers to the countries and areas offered in the webshop.

Available delivery methods, expected delivery time and delivery price are shown before the order is submitted.

8.2 Freight is calculated using factors such as weight, volume, destination and delivery method. Islands, remote locations and addresses without ordinary road access may have different delivery options or prices. These must be disclosed before the contract is formed.

8.3 If the webshop cannot calculate freight for an address, the submitted request is not binding. Zederkof may send a freight quotation, and a contract is formed only if the consumer expressly accepts the total price and Zederkof confirms the order.

8.4 Bulky goods may be delivered to the nearest accessible kerbside point if this is stated before purchase. Carrying inside, assembly, lifting equipment and special unloading are included only when expressly stated in the selected delivery service.

8.5 The consumer must provide a correct delivery address and inform Zederkof before delivery of access restrictions that are not reasonably apparent, such as narrow roads, height or weight limits, stairs or a need for special equipment.

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DELIVERY TIME AND DELAY

9.1 The delivery date or delivery interval shown in the webshop or order confirmation applies. Unless another time has been agreed, Zederkof will deliver without undue delay and no later than 30 days after the contract is formed.

9.2 If delivery is delayed, the consumer may require delivery within an additional period appropriate to the circumstances. If Zederkof does not deliver within that period, the consumer may cancel the affected purchase and receive a refund. An additional period is not required where Zederkof has refused delivery or delivery by the agreed date was essential and this was clear when the contract was formed.

9.3 International transit, customs processing and events outside Zederkof's reasonable control may affect an estimated delivery time, but do not remove the consumer's mandatory rights in the event of delay.

9.4 Zederkof may make partial deliveries where this does not cause the consumer unreasonable inconvenience or additional cost. The consumer will be informed if an order is split.

TRANSFER OF RISK

10.1 The risk of accidental loss of or damage to the goods passes to the consumer when the consumer or a third party designated by the consumer, other than the carrier, obtains physical possession of the goods.



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10.2 If the consumer independently commissions a carrier that Zederkof did not offer, risk may pass when the goods are handed to that carrier, to the extent permitted by mandatory law.

10.3 If the consumer expressly instructs the carrier to leave the goods at a specific unattended place, delivery and risk are assessed according to that instruction and mandatory law. Zederkof may require documentation that the instruction was followed.

RECEIPT TRANSPORT DAMAGE AND MISSING ITEMS

11.1 The consumer is encouraged to check the number of packages and the visible condition of the shipment on receipt. Visible transport damage or missing packages should be noted with the carrier and reported to Zederkof as soon as reasonably possible, preferably with photographs of the packaging and goods.

11.2 Failure to inspect or report transport damage immediately does not remove the consumer's statutory rights. Prompt notice helps Zederkof pursue the carrier and arrange a faster solution.

FAILED DELIVERY AND UNCOLLECTED GOODS

12.1 If delivery fails because the consumer supplied an incorrect address, did not comply with an agreed delivery appointment or did not collect the goods despite reasonable notice, Zederkof may charge the reasonable and documented direct cost of a new delivery, return transport or storage, to the extent permitted by law.

12.2 A failure to receive or collect the goods is not by itself a valid notice of withdrawal. The consumer must also give Zederkof a clear statement of withdrawal as described below.

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RIGHT OF WITHDRAWAL

13.1 The consumer may withdraw from an online purchase without giving a reason within 14 days, unless a statutory exception applies. The consumer may also give notice of withdrawal before delivery.

13.2 The withdrawal period expires 14 days after the day on which the consumer, or a third party designated by the consumer other than the carrier, obtains physical possession of the goods. For several goods ordered together and delivered separately, the period runs from receipt of the last good. For a good delivered in several lots or pieces, it runs from receipt of the last lot or piece. If the final day is a public holiday or other non-working day under applicable rules, the period is extended as those rules require.

13.3 The consumer may withdraw from all or part of an order. In the case of partial withdrawal, original delivery costs are refunded only to the extent that those costs are reduced because of the partial withdrawal.

13.4 If Zederkof has not provided the legally required information about the right of withdrawal, the withdrawal period is extended as required by applicable law.

HOW TO EXERCISE THE RIGHT OF WITHDRAWAL

14.1 Before the withdrawal period expires, the consumer must send Zederkof an unequivocal statement of the decision to withdraw. The statement may be sent by email to info@zederkof.com or by post to Zederkof A/S, Prins Christians Kvarter 28, 7000 Fredericia, Denmark.



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14.2 The model withdrawal form at the end of these terms may be used but is not mandatory. It is sufficient that the statement is sent before the withdrawal period expires.

14.3 Merely refusing delivery or failing to collect the goods is not sufficient unless the consumer also sends an unequivocal statement of withdrawal.

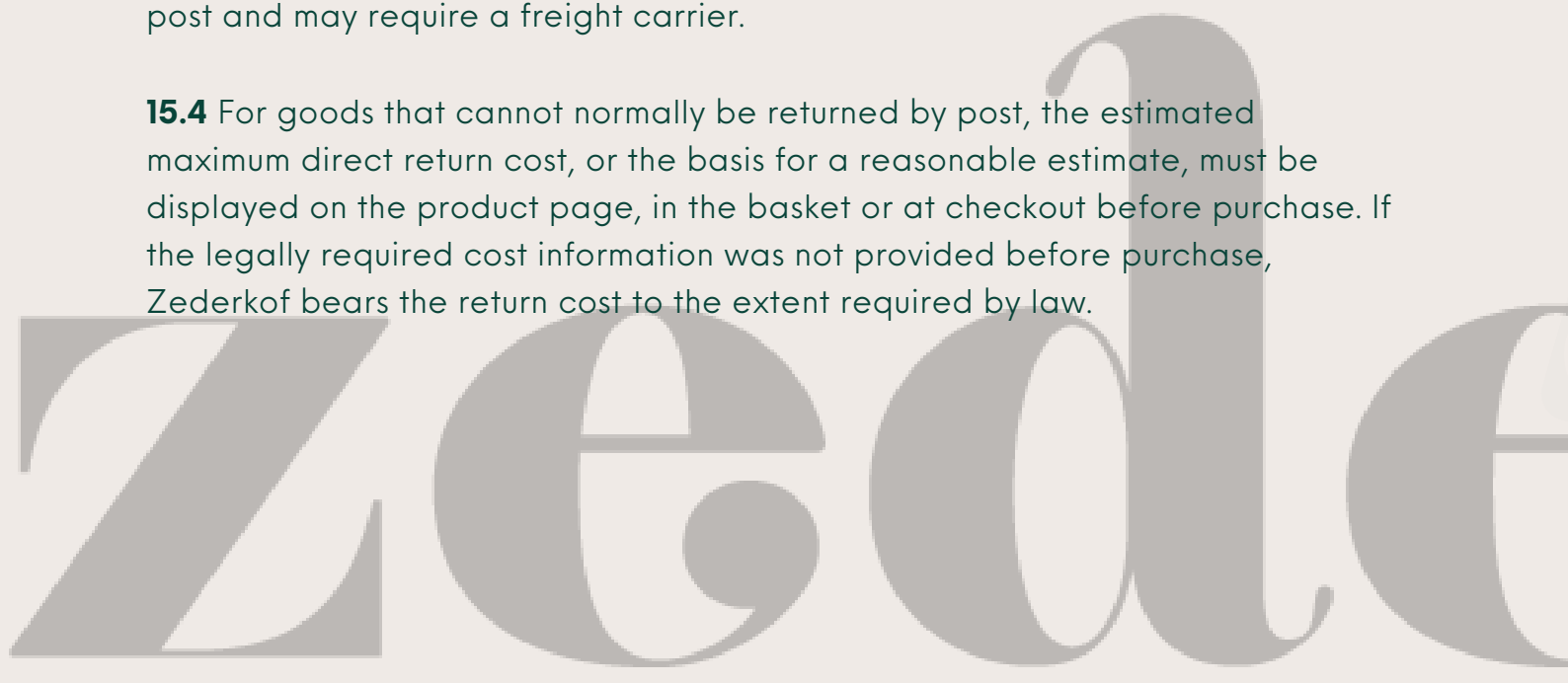
15 Return of goods and return costs

15.1 After giving notice of withdrawal, the consumer must return or hand over the goods without undue delay and no later than 14 days after sending the notice. The deadline is met if the goods are sent before the 14-day period expires.

15.2 Returns must be sent to Zederkof A/S, Prins Christians Kvarter 28, 7000 Fredericia, Denmark, unless Zederkof provides another return address or collection instruction. Returns may not be sent cash on delivery or by a service that requires Zederkof to make a payment on receipt without prior agreement.

15.3 The consumer bears the direct cost of returning goods when Zederkof has properly informed the consumer of that obligation before purchase. Furniture, tents, parasols and other bulky goods normally cannot be returned by ordinary post and may require a freight carrier.

15.4 For goods that cannot normally be returned by post, the estimated maximum direct return cost, or the basis for a reasonable estimate, must be displayed on the product page, in the basket or at checkout before purchase. If the legally required cost information was not provided before purchase, Zederkof bears the return cost to the extent required by law.



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15.5 The consumer bears the risk during return transport and should package the goods securely and retain the receipt and tracking information. This does not apply where Zederkof collects the goods or mandatory law places the risk elsewhere.

REFUND AFTER WITHDRAWAL

16.1 In the event of full withdrawal, Zederkof refunds all payments received under the withdrawn contract, including the cost of the least expensive standard delivery offered for the order. Additional delivery costs resulting from the consumer's choice of a more expensive delivery method are not refunded.

16.2 Zederkof will make the refund without undue delay and no later than 14 days after receiving the consumer's notice of withdrawal. Unless Zederkof has offered to collect the goods, Zederkof may withhold the refund until it has received the goods or the consumer provides evidence of having returned them, whichever occurs first.

16.3 The refund is made using the same means of payment used for the purchase unless the consumer expressly agrees otherwise. The consumer will not incur a fee for the refund.

CONDITION OF RETURNED GOODS AND DIMINISHED VALUE

17.1 The consumer is liable only for diminished value resulting from handling beyond what is necessary to establish the nature, characteristics and functioning of the goods. The consumer may normally inspect the goods as they could in a physical shop.



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17.2 The goods must be returned in their original packaging. The packaging may be opened but must not be destroyed. If the original packaging is missing or damaged, this may constitute diminished value for which the consumer is liable, to the extent permitted by applicable mandatory law. Missing or damaged packaging does not by itself remove the statutory right of withdrawal.

17.3 No fixed deduction applies merely because packaging was opened. Any deduction must reflect the actual diminished value and comply with mandatory law. The consumer is not liable for diminished value if Zederkof failed to provide the legally required information about the right of withdrawal before the contract was formed.

EXCEPTIONS TO THE RIGHT OF WITHDRAWAL

18.1 The right of withdrawal does not apply where a statutory exception applies. This includes goods made to the consumer's specifications or clearly personalised, such as goods produced with individual dimensions, colours, printing or a logo.

18.2 It may also include sealed goods that are not suitable for return for health protection or hygiene reasons once unsealed, and goods that after delivery become inseparably mixed with other items.

18.3 Any relevant exception will be stated clearly before purchase. An ordinary stock item is not excluded merely because it is large, delivered on a pallet or difficult to return.



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STATUTORY RIGHTS FOR NON CONFORMING GOODS

19.1 Zederkof must deliver goods that conform to the contract and to the objective and subjective requirements imposed by applicable consumer law. A lack of conformity may include a manufacturing or material defect, missing parts, incorrect information, an unsuitable instruction manual or failure to have the durability or functionality the consumer may reasonably expect.

19.2 Normal wear and tear, damage caused by the consumer, incorrect assembly not attributable to Zederkof or its instructions, misuse, inadequate maintenance or use contrary to clear product instructions is not a lack of conformity for which Zederkof is responsible.

19.3 The statutory period and conditions for claims are determined by the mandatory law applicable to the consumer. Some countries provide rights for longer than two years or for the period during which the goods may reasonably be expected to last. These statutory rights are not limited by a shorter commercial warranty or by these terms.

19.4 The consumer should notify Zederkof within a reasonable time after discovering a problem. Where local law permits a notification deadline, notice given within two months after discovery will be considered timely. No shorter period in these terms applies.

19.5 The consumer may submit a complaint at <https://zederkof.com/return-and-cancellation-form/> or email info@zederkof.com. The consumer should describe the problem and provide the order number and reasonable documentation, such as photographs, where this is relevant. Use of a particular form is not a condition for exercising statutory rights.

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19.6 Depending on applicable law, the consumer may be entitled to repair or replacement free of charge, within a reasonable time and without significant inconvenience. If the legal conditions are met, the consumer may instead be entitled to an appropriate price reduction or termination of the purchase.

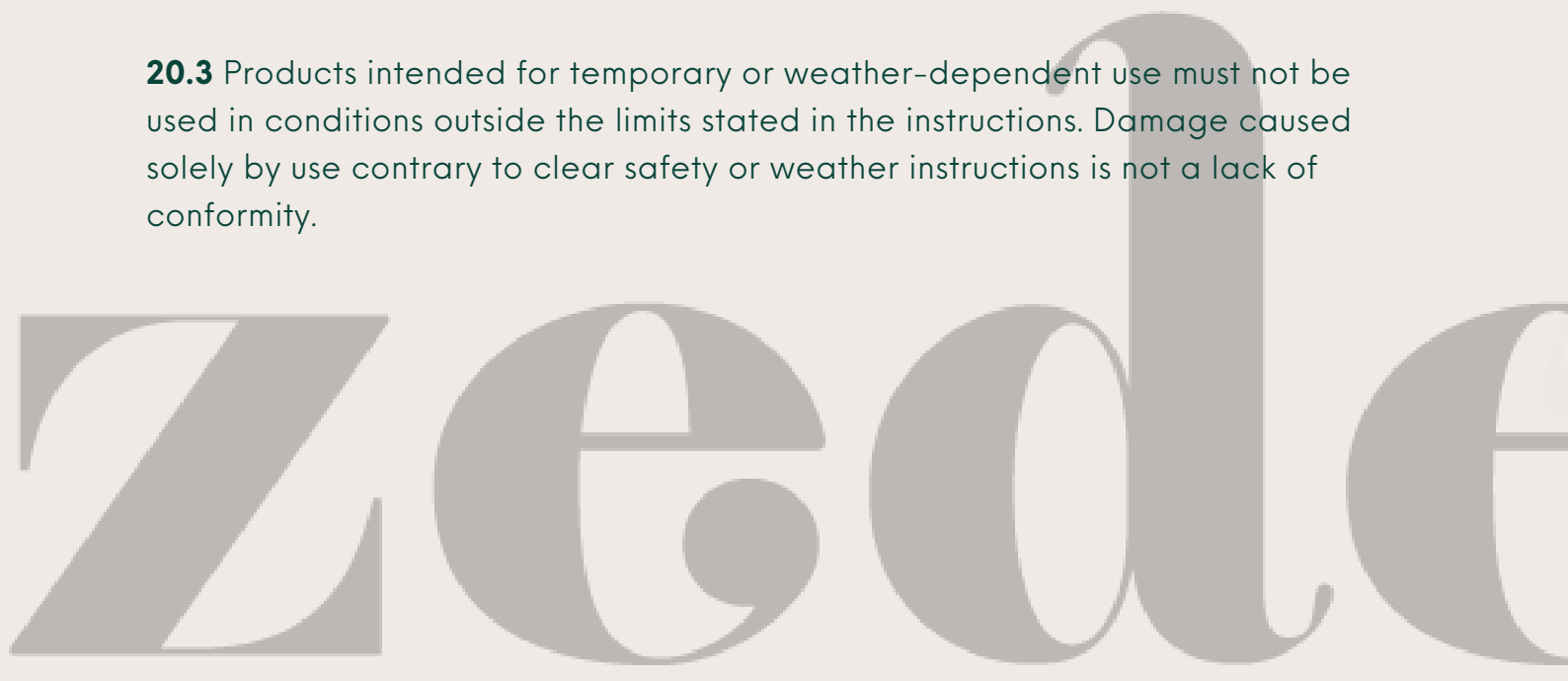
19.7 If Zederkof needs to inspect or receive the goods in connection with a justified claim, Zederkof bears the necessary and reasonable transport cost and will provide appropriate return or collection instructions. The consumer must package the goods securely where reasonably possible.

PRODUCT USE ASSEMBLY AND LOCAL REQUIREMENTS

20.1 The consumer must follow the assembly, anchoring, maintenance, safety and weather instructions supplied with the product or made available on the product page.

20.2 The consumer is responsible for investigating site-specific rules and obtaining permits required for the intended installation or use, for example building, fire-safety, event or landlord approval. This does not reduce Zederkof's responsibility for product conformity, product safety or information that Zederkof is legally required to provide.

20.3 Products intended for temporary or weather-dependent use must not be used in conditions outside the limits stated in the instructions. Damage caused solely by use contrary to clear safety or weather instructions is not a lack of conformity.



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EVENTS BEYOND REASONABLE CONTROL

21.1 Zederkof is not responsible for delay caused by an event outside its reasonable control to the extent and for the period that performance is prevented, provided Zederkof informs the consumer and takes reasonable steps to limit the effect.

21.2 Such an event may include war, terrorism, natural disaster, fire, extreme weather, epidemic, strike, transport or border closure, import or export restriction, official intervention, energy shortage, major IT outage or a comparable event that Zederkof could not reasonably avoid or overcome.

21.3 This clause does not remove statutory rights. If the delay becomes substantial, the consumer may cancel the affected purchase in accordance with applicable law and receive a refund for goods not delivered.

EXPORT CONTROLS AND TRADE RESTRICTIONS

22.1 Delivery is subject to applicable export controls, sanctions and other mandatory trade restrictions. Zederkof may reject, suspend or cancel an order if performance would be unlawful.

22.2 If an order is cancelled for this reason and the consumer is not responsible for the restriction, Zederkof refunds payments received for goods not delivered without undue delay.

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LIABILITY

23.1 Zederkof is liable in accordance with applicable mandatory law. Nothing in these terms excludes or limits liability for death or personal injury, intent, gross negligence, mandatory product liability, breach of statutory consumer rights or other liability that cannot lawfully be excluded or limited.

23.2 Zederkof is not responsible for loss caused solely by the consumer's use of the goods contrary to clear safety, assembly, maintenance or operating instructions, to the extent permitted by law.

INTELLECTUAL PROPERTY AND PERSONAL DATA

24.1 Intellectual property rights in Zederkof's website, product texts, images, drawings, designs, catalogues and other materials belong to Zederkof or its licensors. Purchase of goods does not transfer those rights.

24.2 Zederkof processes personal data for orders, payment, delivery, returns, complaints and customer service in accordance with the privacy policy available on the webshop. Payment providers and carriers process data under their own applicable notices where relevant.

Complaints and alternative dispute resolution

25.1 The consumer should first contact Zederkof at info@zederkof.com so that the parties can try to resolve the matter directly.

25.2 Where the relevant conditions are met, a complaint may be submitted to the Mediation Team for Consumer Complaints at the Danish Complaints Boards Authority, Toldboden 2, 8800 Viborg, Denmark, through <https://naevneneshus.dk>. Current scope, value thresholds and fees appear on that website.

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25.3 A consumer residing in another EU or EEA country may also contact the European Consumer Centre in the country of residence for information and assistance in a cross-border dispute. Contact details are available at <https://www.eccnet.eu>.

25.4 The former European Commission Online Dispute Resolution platform was discontinued on 20 July 2025 and is therefore not used for complaints.

GOVERNING LAW AND JURISDICTION

26.1 The contract is governed by Danish law, excluding the United Nations Convention on Contracts for the International Sale of Goods. This choice does not deprive the consumer of protection provided by mandatory rules of the country in which the consumer has habitual residence where those rules apply to the purchase.

26.2 Disputes may be brought before the courts that have jurisdiction under applicable mandatory rules. In particular, a consumer may bring proceedings in the courts of the consumer's country of residence where EU or national consumer jurisdiction rules provide that right. Zederkof will bring proceedings against a consumer only before a court permitted by mandatory law.

26.3 These terms do not require a consumer to submit a dispute to arbitration.

LANGUAGE VERSIONS AND APPLICABLE VERSION

27.1 These terms may be published in several languages. The language version made available in the webshop and accepted by the consumer at checkout forms part of the individual contract. An English master may be used for administration, but it does not override mandatory rights or clear information provided to the consumer in the language of the contract.

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27.2 Zederkof may amend these terms for future purchases. The version in force when the contract is formed applies to that purchase and should be supplied with the order confirmation on a durable medium.

Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract. You may instead send any other unequivocal statement.

To Zederkof A/S, Prins Christians Kvarter 28, 7000 Fredericia, Denmark, email info@zederkof.com

I or we hereby give notice that I or we withdraw from my or our contract of sale of the following goods:

Goods:

Order number:

Ordered on and received on:

Name of consumer or consumers:

Address of consumer or consumers:

Signature of consumer or consumers only if this form is submitted on paper:

Date:

