

ADVANCED MYOGRAPHIC TECHNOLOGIES, LLC

General Terms and Conditions of Product Sale, Delivery, Return and Manufacturers Warranties by CURO Diagnostics ApS

General Terms and Conditions of Sale and Delivery

1. General

1. These General Terms and Conditions of Sale and Delivery (the "Terms") apply to all offers, agreements, orders, order confirmations and deliveries of goods and/or services to/from CURO Diagnostics ApS, under AMT's Distributor Agreement, unless otherwise explicitly agreed in writing between the Parties. These Terms replaces and supersedes all other prior oral and written agreements between the Parties as well as any terms and conditions otherwise applicable to said transaction.
2. CURO Diagnostics ApS, CVR-nr.: 33960549, 33 Tværledet 2880 Bagsværd, Denmark is hereinafter referred to as "Seller" and Advanced Myographic Technologies, LLC, 9081 NE Jacksonville Road, Anthony, FL 32617-1302, the purchaser of goods and/or services from Seller is hereinafter referred to as the "Distributor" and/or "Re-Seller" of the "Product" to the General Public the "Buyer". The Seller, Distributor, Re-Seller and Buyer are individually referred to as a "Party" and collectively as the "Parties". The object of the transaction is referred to as the "Product".
3. Unless otherwise explicitly agreed, the agreement between the Parties consist of these Terms together with Seller's offer and Seller's order confirmation (collectively referred to as the "Agreement"). Buyer's purchasing terms and conditions shall notwithstanding anything to the contrary herein or elsewhere not be deemed a part of the Agreement.
4. Seller reserves the right to change these Terms at any time. Such changed Terms shall apply to all future transactions between the Parties.
5. Any amendment to the Agreement shall not be binding on the Parties unless it is set out in writing, expressed to vary the Agreement and signed by the authorized representatives of each of the Parties.
6. Buyer is not entitled to resell the Product without Seller's explicit prior written permission.

2. Order/Order Confirmation

1. All offers made by the Seller and/or Distributor/Re-Seller are subject to the continued availability of the Product being offered.
2. All Seller's and Distributor/Re-Seller's offers remain in effect for eight (8) days.
3. Notwithstanding the issue of a purchase order, invoice or similar from Buyer, a final and binding agreement concerning delivery of the Product does not exist until Buyer has received Seller's and/or Distributor/Re-Seller's written order confirmation.
4. Buyer must observe any and all instructions received from Seller and Distributor/Re-Seller, including but not limited to personal training, user manuals, catalogs and brochures delivered with the Product, and must collect the necessary information about the area of use and the correct manner of use of the Product.

3. Delivery

1. Unless specifically otherwise stated in Seller's order confirmation, the Product is delivered Free Carrier (FCA) (Incoterms 2010). The place of performance for all aspects of the delivery agreement shall be the place of the commercial business of the Seller or as otherwise notified by Seller to Distributor/Re-seller to the Buyer.
2. The Distributor/Re-Seller must arrange for the Product to be transferred from the Seller's premises. Delivery occurs when the Product is handed over to the Buyer's choice of carriage ("Delivery"). The risk of the accidental destruction of or damage to the Product passes to the Buyer upon Delivery.
3. If another place of delivery has been notified by Seller to Distributor/Re-Seller to Buyer, cf. clause 3.1, Seller pays for shipping to such location. Delivery occurs when the Product is handed over to the carrier as such location. The risk of the accidental destruction of or damage to the Product passes to Buyer upon Delivery.
4. Packing costs for special packaging, which has not been explicitly agreed in advance, shall be borne by the Buyer.
5. The time of Delivery stated in the order confirmation is only directional for Seller unless otherwise stated in Seller's order confirmation.
6. Where a fixed time of delivery has been agreed, Seller, Distributor/Re-Seller is entitled to postpone the time of delivery in the following cases:
 - a) Force majeure.
 - b) In the event of delay caused by carriers or other third parties.
 - c) Unusual weather conditions and climatic impact.
 - d) Trade disputes irrespective of the reason for such disputes.
 - e) Public order or injunctions which Seller, Distributor/Re-Seller should not have foreseen at the time of conclusion of the Agreement.
7. In the event that Delivery, timely Delivery or conforming Delivery is prevented or delayed as a result of events beyond Seller's control, cf. 3.6, including, but not limited to, industrial disputes, operational disruptions, transportation difficulties, or the like, Seller shall be entitled to its own choice and exempt from liability to postpone Delivery or cancel in whole or in part the order upon written notification to the Buyer as soon as possible.

4. Prices, Payment, and Provision of Security

1. The prices for the Products and services provided by Seller and Distributor/Re-Seller shall be those set forth in purchase order or invoice confirmation. All prices are exclusive of taxes, impositions and other charges, including, but not limited to, sales, use, excise, value added and similar taxes or charges imposed by any government authority.
2. Seller's and/or Distributor/Re-Seller's invoices are due for payment thirty (30) calendar days after the date of the invoice.
3. If Buyer is purchasing via the Distributor/Re-Seller's website: www.myographytech.com, all purchases are to be paid in Full upon ordering the Product(s).
4. Payments will be used to pay (1) accrued interests and (2) the oldest debt.
5. Late payment will be subject to an interest rate of 1,0 per cent per month.

6. Seller and/or Distributor/Re-Seller is not obligated to make any further deliveries on the basis of the ongoing delivery agreement before complete payment of invoice amounts due, including interest, is made.
7. Seller, Distributor/Re-Seller expressly reserves its rights to claim for damages caused by any payment delay.
8. In the event that Buyer's payment(s) is/are not effected in due time and/or the preconditions for granting the agreed credit are changed significantly, Seller and/or Distributor/Re-Seller is entitled to withhold all further deliveries to Buyer, irrespective of whether the deliveries are not connected in any way.
9. The Seller and/or Distributor/Re-Seller will retain title to the Products sold, irrespective of whether delivery has taken place, until the purchase price in full and interest and/or fees, if any, have been paid.
10. Buyer shall submit such financial information from time to time as may be reasonably requested by Seller and/or Distributor/Re-Seller for the establishment or continuation of payment terms. Seller may, in its sole discretion, at any time change agreed payment terms without notice by requiring payment by cash in advance or cash on Delivery, bank guarantee, letter of credit or otherwise as security for the due payment of the purchase price, freight expenses, interest and other costs.
11. In the event of non-payment in due time, Seller, Distributor/Re-Seller is entitled to submit any claim against Buyer for collection without giving notice hereof. Buyer is under an obligation to pay the collection costs fixed by the debt collector.
12. Seller, Distributor/Re-Seller is entitled to transfer, in full or in part, any claims raised against Buyer to a third party without obtaining the prior consent of Buyer.

5. Cancellation, Change of Orders and Returned Products

1. Buyer is not entitled to change or cancel an order after submission hereof to Distributor/Re-Seller and Seller.
2. Where Seller and/or Distributor/Re-Seller, in spite of clause 5.1, separately approves a cancellation or change, Buyer is obligated to pay the costs associated with the cancellation or change, including costs of storage and safeguarding of quality and capabilities as well as interest payments as a consequence of a postponed time of Delivery plus a fixed fee of DKK 1,000 or \$155.00 US. In the event of total or partial cancellation, Buyer is furthermore obligated to compensate Seller and Distributor/Re-Seller for loss of profit.
3. Products cannot be returned to Seller and Distributor/Re-Seller.
4. Where Seller and/or Distributor/Re-Seller, in spite of clause 5.3, accepts by separate agreement that Products are returned, such Products must be unused, non-defective and in the original, clean and intact packaging.
5. Where the return of Products has been approved by Seller and/or Distributor/Re-Seller, such Products will be credited by Seller with deduction of Seller's costs in connection with the return and the Seller's sales costs plus a fixed fee of DKK 1,000 or \$155 US.

6. Delay

1. The Delivery dates shall be those set forth in Seller's and Distributor/Re-Seller's order confirmation. If Seller and/or Distributor/Re-Seller fails to deliver within sixty (60) calendar days of the agreed Delivery date, Buyer may terminate the applicable purchase order in whole or in part (as to the Products affected by the delay) by providing written notice of termination to Seller and/or Distributor/Re-Seller within seven (7) calendar days of the expiration of the grace period.
2. Buyer is not entitled to any form of compensation due to Seller's and/or Distributor/Re-Seller's delay. This applies irrespective of whether the Buyer revokes or maintains the purchase. Buyer therefore has no rights to claim damages for any loss suffered as a result of the delay.
3. The right to terminate the relevant purchase order in accordance with this clause 6 shall be Buyer's sole and exclusive remedies for late delivery to the exclusion of any and all other rights in contract, tort, warranty or otherwise at law.

7. Inspection and Complaints

1. Immediately upon the receipt of the Products and always before Buyer starts using, preparing or incorporating the Products, Buyer must inspect the delivered Products in order to ascertain that they are non-defective and in accordance with the Agreement.
2. Complaints about defects, including differences in quantity, which Buyer detected or ought to have detected at the inspection mentioned in clause 7.1 must be made by the Buyer to the Seller and/or Distributor/Re-seller immediately and by no means later than seven (7) calendar days after receipt of the Products in order to be considered.
3. If notice of defects is not made by Buyer in a timely manner in accordance with this clause 7, the Products shall be deemed to be approved by the Buyer as non-defective and in compliance with the Agreement.

8. Restrictions of Use

1. Buyer acknowledges that the Product consists of sophisticated electronic equipment. If the Product is not used properly, it will not function as intended and injury and/or property damage, could result. As such, Buyer is fully responsible for ensuring that all use of the Product is completed in a safe and proper manner, by properly trained and licensed individuals, and in full compliance with all instructions for use provided by Seller and Distributor/Re-Seller. Buyer's use of the Product is at its own risk.
2. In consequence of clause 8.1 above, Buyer shall at all times be responsible for all aspects of both human and animal care and treatment, including, without limitation:
 - a. ensuring that the human and animal is suitable in all ways for use of the Product(s);
 - b. obtaining any required consent of owners or other parties;
 - c. preparation of humans and animals for treatment, including, without limitation, ensuring adequate immobilization and/or sedation of human, equine and other animals to prevent uncontrolled kicking, agitation, distress, or pain;
 - d. provision of any and all treatment; including proper use of the Product(s);
 - e. provision of appropriately trained and licensed personnel to operate the Product(s) and provide proper human and animal care;
 - f. provision of any other products or services necessary to ensure proper and safe human and animal care.

9. Defects and Limitation of Liability

1. In case of complaint about defects in due time in accordance with clause 7, Seller and/or Distributor/Re-Seller shall remedy the defect or effect redelivery at Seller's and Distributor/Re-Seller's discretion.
2. If Seller and/or Distributor/Re-Seller does not commence to and diligently proceeds to remedy a defect or effect redelivery within a reasonable time after the time at which Buyer has complained in writing, Buyer is entitled to notify Seller, Distributor/Re-Seller in writing that the Agreement is terminated as regards the part of the delivery which is defective.
3. In the event of termination of the Agreement by Buyer, Seller's and Distributor/Re-Seller's liability in this event shall be limited, at Seller's and Distributor/Re-Seller's election, to (i) refund of the purchase price for the part of the Product(s) which such termination pertains to less a reasonable amount for usage of the Product(s), (ii) repair of such Product(s), or (iii) replacement of such Product(s); provided, however, that such Product(s) must be returned to Seller, along with acceptable evidence of purchase, within fourteen (14) calendar days after Buyer discovered the lack of conformity or ought to have discovered it
4. Notwithstanding anything to the contrary herein or elsewhere, Seller and Distributor/Re-Seller shall not be liable for, indirect, special, incidental, consequential or punitive damages of any nature, including, but not limited to, business interruption costs, loss of profit, removal and/or reinstallation costs, re-procurement costs, loss of data, injury to reputation or loss of customers.
5. Any claims from Buyer in relation to damages caused by the Product(s), remedy, redelivery or termination lapses where the Product(s) have not been stored or used correctly and in the usual manner and in accordance with Seller's instructions.

10. Product Liability

1. Seller shall be liable under the Danish Product Liability Act (the "Act") and Distributor/Re-Seller shall be liable under Florida Law only to the extent that Seller and Distributor/Re-Seller is liable for damages under the mandatory provisions of the Act and to the extent that the liability of Seller and Distributor/Re-Seller is not legally limited.
2. Seller and Distributor/Re-Seller shall not be liable for any damage caused by the Product(s) supplied by it where such damage occurs as a result of the simple negligence of the Seller and Distributor/Re-Seller, whereas Seller shall remain liable in accordance with Danish law and Distributor/Re-Seller in accordance with Florida Law, where such damage occurs as a result of Seller's and/or Distributor/Re-Seller's gross negligence and the liability of Seller is not otherwise legally limited.
3. Where Seller and Distributor/Re-Seller is liable for damage caused by the Product(s) supplied by it, cf. clauses 10.1 and 10.2 above, but where the damage is attributable in part to the acts or omissions of Buyer, the liability shall be shared equally between the Parties according to the degree of negligence shown by each Party.
4. Seller's and/or Distributor/Re-Seller's liability for damage caused by a Product supplied by it shall as regards damage to other property of commercial parties (in Danish: erhverv- og produktansvar) be limited to a maximum of DKK 2,000,000, or \$312,000 US and Buyer shall indemnify, defend and hold Seller and Distributor/Re-Seller harmless for any amounts in excess thereof.
5. Where Seller and Distributor/Re-Seller is held liable for damage to the property of a third party, Buyer shall indemnify, defend and hold harmless Seller and Distributor/Re-Seller from and against any liability imposed on Seller and Distributor/Re-Seller, which exceeds the liability of the Seller and Distributor/Re-Seller under the above provisions and/or the provisions of clause 9 above.
6. Buyer agrees that any claim brought against it may be brought before the same court/arbitration tribunal considering any claim for damages by a third party against Seller and Distributor/Re-Seller concerning the Product(s) supplied by Seller to Distributor/Re-Seller and Buyer or (where applicable) by Seller and Distributor/Re-Seller through Buyer to a third party.
7. The exclusions and limitations of liability set out in clause 9 and this clause 10 shall apply irrespective of the nature of the claim, whether in contract, tort, warranty or otherwise.

11. Technical Support

1. Seller provides to Distributor/Re-Seller and Buyer certain basic technical support options for the Product(s) via email, telephone, and other methods (as agreed between the Parties from time to time). Seller may, at its discretion, change the means through which it provides technical support at any time.

12. Warranty

1. The Seller warrants to the Distributor/Re-Seller and Buyer that, for a period of twelve (12) months after the delivery date (the "Warranty Period"), the Equipment will be free of defects in materials and workmanship and will function in substantial conformity with the Seller's specifications.
2. This warranty shall not apply to (and Seller and Distributor/Re-Seller shall have no obligation with respect to) any alleged defect to the extent of:
 - a) any alteration, addition, attachment to, or modification of the Equipment not authorized in advance in writing by Seller and/or Distributor/Re-Seller that interferes with normal and satisfactory operation or maintenance;
 - b) noncompliance with instructions for use or environmental specifications for the Product(s);
 - c) use of any accessories to the Product(s) not manufactured by Seller;
 - d) repair, maintenance, or refurbishment of the Product(s) or any portion thereof, including, without limitation, refurbishment of consumables, by any party other than Seller;
 - e) neglect, misuse, accidents, failure of electrical power or other acts or conditions not within the reasonable control of Seller;
 - f) any defect of which Buyer fails to notify Seller and/or Distributor/Re-Seller in writing within fourteen (14) calendar days of the date the defect was or should have been discovered.
 - g) Any warranty provided by Seller and/or Distributor/Re-Seller is subject to clauses 9 and 10 above and is non-transferable by Buyer without Seller's and/or Distributor/Re-Seller's explicit written agreement.

13. Confidentiality and Intellectual Rights

1. Each Party agree not to disclose the existence or contents of the Agreement to any third party without the prior written consent of the other Party except: (i) to its advisors, attorneys or auditors who have a need to know such information, (ii) as required by law or court order, (iii) as required in connection with the reorganization of a Party, or its merger into any other corporation, or the sale by a Party of all or substantially all of its properties or assets, or (iv) as may be required in connection with the enforcement of the Agreement. This non-disclosure obligation shall remain in full force and effect for as long as the Parties are conducting business together and shall only expire three (3) years following the Delivery date of the last Product(s) Delivered by Seller and/or Distributor/Re-Seller to Buyer.

2. Any and all trade secrets, know-how, and intellectual property rights, including but not limited to patents, utility models, designs, copyrights, trademarks, designs, patterns or other intellectual property rights ("IPR Rights"), which Seller discloses to Distributor/Re-Seller and Buyer, both in writing and orally, shall remain the rights of Seller.

3. Buyer undertakes the obligation to, as far as possible, keep information regarding the IPR Rights confidential, including not passing on such information to any third party. Buyer shall only have the right to use such information in connection with Buyer's cooperation with Seller and Distributor/Re-Seller for the use of the Product(s).

4. If any Product(s) delivered hereunder are held to infringe a third party's IPR Rights and Buyer is enjoined from using same, Seller shall, at its option and expense, (i) procure for Buyer the right to continue using the Product(s); (b) replace the Product(s) with non-infringing substitutes provided that such substitutes do not entail a material diminution in performance or function; (c) modify the Product(s) to make them non-infringing; or (d) refund the purchase price of the infringing Product(s) less a reasonable amount for usage. The foregoing states Seller's sole liability for infringement of any IPR Rights.

14. Force Majeure

1. Either Party shall be excused from any delay or failure in performance if caused by reason of any occurrence or contingency beyond its reasonable control, including, but not limited to, acts of God, acts of war, fire, insurrection, strikes, lockouts or other serious labor disputes, riots, earthquakes, floods, explosions or other acts of nature. The obligations and rights of the Party so excused shall be extended on a day-to-day basis for the time period equal to the period of such excusable interruption. When such events have abated, the Parties' respective obligations shall resume. In the event the interruption of the excused Party's obligations continues for a period in excess of thirty (30) calendar days, either Party shall have the right to terminate the part of the Agreement, which is prevented from being performed, without liability, upon thirty (30) calendar days' prior written notice to the other Party.

15. Governing Law and Dispute Resolution

1. The Agreement, including but not limited to these Terms shall be governed by and construed in accordance with the laws of Denmark and Florida, without giving effect to any choice of law or conflict of law provisions, which would lead to the application of the laws of another jurisdiction.

2. Any disputes in relation to the Agreement, including but not limited to these Terms shall be subject to the exclusive jurisdiction and venue of the City Court of Copenhagen and the Courts of Marion County Florida.

3. Each Party acknowledge that a violation of clause 13 above would cause immediate and irreparable harm for which money damages would be inadequate. Therefore, the harmed Party will be entitled to injunctive relief for the other Party's breach of any of its obligations under said clause 13 without proof of actual damages and without the posting of bond or other security. Such remedy shall not be deemed to be the exclusive remedy for such violation, but shall be in addition to all other remedies available at law.

16. General

1. The United Nations Convention for the International Sale of Goods shall not apply to the Agreement, including but not limited to these Terms.

2. No waiver of any provision of these Terms shall constitute a waiver of any other provision(s) or of the same provision on another occasion. Failure of either Party to enforce any provision of these Terms shall not constitute a waiver of such provision or any other provision(s) of these Terms.

3. Should any provision of these Terms be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, such provision may be modified by such court in compliance with the law giving effect to the intent of the Parties and enforced as modified. All other terms and conditions of these Terms shall remain in full force and effect and shall be construed in accordance with the modified provision.

4. The following provision of these Terms shall survive the termination of the Agreement: Clauses 8, 9, 10, 13, 15 and 16 and all other provisions of the Agreement that by their nature extend beyond the termination of the Agreement.

General Terms and Conditions of Product Sale, Delivery, Return and Manufacturers Warranties by Equispecially / FinesseBridles

General Terms and Conditions of Sale and Delivery

1. General

1. These General Terms and Conditions of Sale and Delivery (the "Terms") apply to all offers, agreements, orders, order confirmations and deliveries of goods and/or services to/from Equispecially / FinesseBridles ApS, under AMT's Distributor Agreement, unless otherwise explicitly agreed in writing between the Parties. These Terms replaces and supersedes all other prior oral and written agreements between the Parties as well as any terms and conditions otherwise applicable to said transaction.

2. Equispecially / FinesseBridles ApS, Tingerupvej 130 DK-4340 Tøllse CVR no.: 28031548, Denmark is hereinafter referred to as "Seller" and Advanced Myographic Technologies, LLC, 9081 NE Jacksonville Road, Anthony, FL 32617-1302, the purchaser of goods and/or services from Seller is hereinafter referred to as the "Distributor" and/or "Re-Seller" of the "Product" to the General Public the "Buyer". The Seller, Distributor, Re-Seller and Buyer are individually referred to as a "Party" and collectively as the "Parties". The object of the transaction is referred to as the "Product".

3. Unless otherwise explicitly agreed, the agreement between the Parties consist of these Terms together with Seller's offer and Seller's order confirmation (collectively referred to as the "Agreement"). Buyer's purchasing terms and conditions shall notwithstanding anything to the contrary herein or elsewhere not be deemed a part of the Agreement.

4. Seller reserves the right to change these Terms at any time. Such changed Terms shall apply to all future transactions between the Parties.

5. Any amendment to the Agreement shall not be binding on the Parties unless it is set out in writing, expressed to vary the Agreement and signed by the authorized representatives of each of the Parties.

6. Buyer is not entitled to resell the Product without Seller's explicit prior written permission.

PRICING

At Equispecially / FinesseBridles we reserve the right to any errors in our stated prices. We furthermore reserve the right to change the prices without prior consent. We also make reservations for products that have sold out.

PAYMENT

Equispecially / FinesseBridles accepts payment by VISA Dankort, VISA, VISA Electron, Mastercard, American Express, PayPal, MobilePay and bank transfer. Payment will be deducted from your account only when the product is shipped. All amounts are in DKK and EUR and exclude VAT. We make reservations for pricing errors and sold out/discontinued products.

DELIVERY

Equispecially / FinesseBridles aims to ship orders placed before 12 noon on the same day and orders placed later will be shipped on the following working day.

We ship to all of Denmark. The cost of shipping starts at DKK 55 and depends on the weight of the package. Products will be delivered to the delivery address that is specified when ordering unless otherwise agreed.

Your products are sent by GLS, Fedex or PostNord.

NOTE: If there is no space at the delivery location, your package will be moved to the nearest delivery location, which you will be notified of. In the event of problems, please contact our customer service center through the postal service, email, or telephone.

Advanced Myographic Technologies, LLC

9081 NE Jacksonville Road - Suite 1302
Anthony, Florida 32617-1302
352-456-8338
info@myographytech.com

Products are delivered every weekday. Your product will be delivered 1–5 weekdays after placing the order.

Special delivery terms apply to certain products. The terms will be stated specifically before these products are purchased.

WARRANTY

A two (2) year warranty is provided pursuant to the Danish Sale of Goods Act. Our warranty applies to material and/or manufacturing defects. Depending on the specific situation, you may have the product repaired or replaced or receive a refund or a reduction in the price. The warranty does not apply to defects or damage due to incorrect handling of the product. You must make a warranty claim in "reasonable time" after discovering the deficiency/defect, i.e. max. two (2) days after receipt. Equispecially / FinesseBridles will cover the costs of return to a reasonable extent.

Read more about warranties on the Danish Competition and Consumer Authority's website.

In the event of returns, complaints and the right to cancel, the product must be sent to:

Equispecially / FinesseBridles

Tingerupvej 130
DK-4340 Tølløse

Advanced Myographic Technologies, LLC

9081 NE Jacksonville Road - Suite 1302
Anthony, Florida 32617-1302
352-456-8338
info@myographytech.com

Shipments are not received cash on delivery.

REFUND

In the event of a refund, you are asked to provide bank details in the form of the reg. no. and account number so that the agreed amount can be transferred. The data may be provided by e-mail or other electronic format without risk as this is not sensitive data and will be used by us only for fulfilment of the refund.

RETURN POLICY

- A three (3) day full right of return is provided for products purchased in our online shop.
- The period is calculated from the day you:
 - Receive the order
 - Physically receive the last product in relation to an agreement on several different products included in one order but delivered individually or in several consignments
 - Physically receive the last batch or part in relation to an agreement on the delivery of products consisting of several batches/parts
 - Physically receive the first product in relation to a regular delivery of products over a specified period

You will bear the return costs.

We must receive notice of cancellation no later than two (2) days after purchase, and you must return the shipment within five (5) days of cancellation. Notice must be given by e-mail to helle@finessebridles.dk. You must clearly state in the notice that you wish to exercise your right to cancel. If you wish to return a product to us, please send it to:

Equispecially / FinesseBridles

Tingerupvej 130 DK-4340
Tølløse

Advanced Myographic Technologies, LLC

9081 NE Jacksonville Road - Suite 1302
Anthony, Florida 32617-1302

352-456-8338

info@myographytech.com

You may not cancel simply by declining to receive the product, without also providing clear notice of this.

The following product types are not covered by the right to cancel:

- Products that are made according to the consumer's specifications or have a clear personal mark
- Sealed products that for health or hygiene reasons are not suitable to be returned and where the seal has been broken after delivery
- Products that, owing to their nature, are inextricably linked with others during delivery
- Products where the seal is broken
- Completed non-financial services, if provision of the service has started with the consumer's prior express consent and recognition that the right to cancel ceases to apply when the service has been provided in full
- Provision of digital content which is not provided on a physical medium if the execution has started with the consumer's prior express consent and recognition that they thereby lose their right to cancel
- Newspapers, journals or magazines, but excluding subscription agreements for such publications
- Agreements entered into at a public auction
- Products that deteriorate or age quickly

RETURNS

You must return your order without undue delay and no later than five (5) days after you have exercised your right to cancel. You must cover the direct costs in connection with returning the product. When returning a product, you are responsible for ensuring that it is packed properly. You must attach a copy of the order confirmation to the package in which you clearly describe your reason for returning the product.

You bear the risk of the product from the time the product is sent until we have received it.

We do not accept packages sent cash on delivery.

PRODUCT CONDITION AFTER RETURN

You are liable only for any deterioration in the value of the product that is due to handling beyond what is necessary to establish the nature and properties of the product and the way in which it works. In other words, you can inspect the product yourself upon receipt and check that everything is in order with the product before reselling it, in this case to Finessebridles.

If the product has been tested beyond what is described above, it will be considered to be used. This means that in the event of cancellation, you may receive only a part or none of the purchase amount, depending on the trade value of the product when the product is returned. In order to receive the full purchase amount, you must therefore inspect the product without actually using it.

REFUNDS

If you regret your purchase, you may of course receive a full refund of your payment to us.

Any impairment for which you are liable will be deducted from this purchase sum.

When exercising the right to cancel, all payments received from you will be refunded, including delivery costs (except for additional costs as a result of your choice of a form of delivery other than the cheapest form of standard delivery that we offer), without undue delay and no later than five (5) days from the date we receive notice of your decision to exercise your right to cancel. Refunds are made with the same method of payment that you used during the original transaction, unless expressly agreed otherwise.

We may withhold the refund until we have received the product unless you have provided documentation confirming that you have returned it.

MAKING A COMPLAINT

If you the customer wish to exchange a defective product, you should return the product to FinesseBridles and then I will send you a new one which you can pass on to your customer.

A complaint about a product or service can be submitted to the Center for Klageløsning [Centre for Complaint Resolution], Nævnenes Hus, Toldboden 2, DK-8800 Viborg.

You can lodge a complaint with the Center for Klageløsning via Klageportalen [the Complaint Portal] for Nævnenes Hus.

Link: Klageportal for Nævnenes Hus

If you are a consumer residing in another EU country, you can submit your complaint via the EU Commission's online dispute resolution platform.

The platform can be accessed here: <https://ec.europa.eu/consumers/odr/>

If you are submitting a complaint here, you must provide our e-mail address: helle@finessebridles.dk