

Terms and conditions

DTU Library (Technical Information Center of Denmark)

(Below terms and conditions apply to online orders for articles)

We encourage you to study the terms and conditions and make yourself acquainted with the obligations and rights provided by these terms and conditions.

1. Responsible

- 1.1. Responsible for DTU Findit
DTU Library (Technical Information Center of Denmark)
CVR-no. 30060946
Anker Engelunds Vej 1
2800 Kgs. Lyngby
E-mail: dtic@dtic.dtu.dk

2. Order

- 2.1. As a consumer, you are aware of and accept that you have not received any guidance in connection with the purchase of the product. You are thus responsible for choosing the product and for the suitability of the product to comply with the purpose for which you have bought the product.
- 2.2. Copyright terms for each product is shown during the delivery process and you are therefore responsible for complying with the terms.
- 2.3. After ordering, you will receive an order confirmation via email. The order confirmation includes an order number. Please state this order number whenever contacting us regarding the order.
- 2.4. DTU Findit delivers digital products via email from our subcontractors.
- 2.5. The order will be initiated with our subcontractors as soon as your payment has been approved.

3. Reservations

- 3.1. We disclaim the responsibility for typing errors, price errors, changes regarding VAT, foreign currency and taxes, price increases, force majeure and failure to deliver on the part of our subcontractors.
- 3.2. Compensation, if any, is limited to the price of the product.

4. Payment

- 4.1. We accept the following payment cards in our web shop, which has been approved by DIBS: Dankort, VISA/Dankort, VISA, VISA Electron, MasterCard, Maestro, American Express and JCB.
- 4.2. When you pay electronically, your information will be transferred to DIBS via an encrypted SSL connection. This means that your information cannot be read or decoded by others than DIBS.

- 4.3. We will not withdraw the amount from your account, until our subcontractor has informed us that your order has been successfully forwarded.

- 5. Prices and assortment
 - 5.1. We reserve the right to change our prices on a daily basis.
 - 5.2. We reserve the right to change our assortment without notice.
 - 5.3. All prices are stated in DKK including 25 % VAT.

- 6. Confirmation of contract and passing of risk
 - 6.1 Notwithstanding the placing of an order, the contract is not final and binding until the following conditions have been honoured:
 - a) our business partner (DIBS) has approved your payment.
 - b) you have received a confirmation via email from us. If a product, contrary to expectation, cannot be delivered, this will be advised via email and the order will be cancelled.
 - 6.2 As a consumer, you must at each purchase accept these terms and conditions as applicable to your purchase.

- 7. Right of cancellation
 - 7.1 DTU Findit delivers digital products without right of cancellation.

- 8. Claims
 - 8.1 According to the Danish Sale of Goods Act, we offer private customers the right to invoke lack of conformity in 24 months for all products. If you purchase as a businessman, there is a 12 months' right to invoke lack of conformity.
 - 8.2 The right to invoke lack of conformity means that as a private consumer, you can complain about flaws and deficiencies of the product up to 24 months after receipt of the product (for a business, it is just 12 months).
 - 8.3 If you want to complain about a product, please send us an email at below address:
dtic@dtic.dtu.dk
Please remember to state the order number.