Delivery & Terms of Purchase   
  
Price

Each price indication refers to Swedish Kronor (SEK) and includes VAT. For deliveries outside the EU, any customs duty may be payable, which will be paid by you.

We reserve the right for possible printing errors on our part, such as prices, product information, specifications or any other errors on the website. In the event of any errors, we reserve the right to correct these in retrospect. We also reserve the right to cancel incorrect orders and for any final sale.

If you are under the age of 18, you need permission from your guardian to shop with us. For information on shipping prices, please see below under "Delivery and shipping Conditions".

Payment

Our payment solutions are offered in cooperation with Klarna. You can pay via direct payment, debit card or via invoice. The due date for the invoice is 14 days and you will receive the invoice directly from Klarna. You can read more about Klarna’s payment methods and terms on the following link Terms Klarna Checkout.  
  
You will always receive a delivery slip with your order.

Delivery and shipping terms

The goods are shipped from us within 2-4 days after confirmed order. The goods are shipped with PostNord. You are responsible for the shipping cost, which will be calculated automatically and will be approved by you before an order can be confirmed.

You have the right to cancel the purchase at no cost in the event of a significant delay (if a new delivery date has not been agreed).

We are responsible for goods that have been damaged or lost during the transport to you. If the product is damaged or lost, it is your duty to notify us at our customer service at: [info@peptonicmedical.se](mailto:info@peptonicmedical.se) as soon as you detect it. You are responsible for goods that are damaged or lost during transport when returned to us.

Uncollected parcels

For uncollected parcels, we reserve the right to charge 250 SEK to cover administration and return freight. The parcel will be at the postal agent [14 days] before it is returned to us.

For parcels that have not been collected, containing prescription free medical products, the following applies: According to the regulations of Swedish Medical Product Agency (Läkemedelsverket), returned medical products may not be resold or resubmitted. Medical products which are returned, or not collected from agents, must be destroyed by law. We will charge you for the cost of the medical products in a parcel which has not been collected or which has been returned.

Return policy and return of leftovers from medical products

Medical and sanitary products are exempted return policy by law and can not be returned. If a medical products is returned, it will be destroyed and charged for. The same applies to medical products in uncollected parcels that will automatically be returned to us, as well as parcels with incomplete addresses that are returned due to this. For more information, please contact us at our customer service at [info@peptonicmedical.se](mailto:info@peptonicmedical.se).

Return of leftover drugs

Submit your leftovers for safe disposal. The returned medical products will be transported to approved combustion plants where they are burned at high temperatures so that the drugs are completely destroyed. The shipment should weigh a maximum of 2 kg. Please note that money is not credited for returned drugs.

Return address:

Peptonic Medical AB  
Gustavslundsvägen 143  
167 51 BROMMA

Complaint

You have the right to make a complaint regarding defects in a product within a reasonable time after you have detected the defect. In case of any defects, please contact our customer service at info@peptonicmedical.se. Always state the order number in connection with the complaint. It is also important that you provide as comprehensive and detailed a description as possible of the defect. Then the item should be sent to:  
  
Peptonic Medical AB  
Gustavslundsvägen 143  
167 51 BROMMA

Once we have received the product, we will investigate it and the claimed defect. If the complaint is accepted, we will cover your shipping costs and any other charges you may have incurred in connection with the complaint. Even if we accept a complaint, you are always obliged to limit your costs as a result of the complaint. Thus, only justifiable costs will be reimbursed.

Personal data

In connection with your order and/or office registration, you agree that we store and use your information in our company in order to complete and provide the service you would expect from us. All personal data processing is in accordance with the Data Protection Regulation.

The information you provide about yourself is used by Peptonic Medical AB and our partners for payment and delivery. We guarantee that no information about you will be sold or passed on to third parties. Please read more about how we treat your personal information in our privacy policy.

Cookies

In order to shop at our webshop, your consent for cookies is required. A cookie is a small text file containing information which is stored on your computer. We use cookies in order to improve the site for our customers, for example, to customize the site according to your wishes and choices. A permanent cookie remains on the visitor's computer for a maximum of 12 months. Cookies are used only to improve your experience of our website, not to store personal data. You can easily delete cookies from your computer or mobile device through the browser.

Order confirmation and transfer of risk

Once we have received your order, we will send a confirmation to you by email. A completed order means that you agree to our terms of purchase and you also agree that your name, personal or corporate registration number are registered in our customer data base. Purchase agreements will not be reached until we confirm the order by sending an order confirmation to the email address you provided. If you wish to cancel or change anything in your order, please contact our customer service at info@peptonicmedical.se as soon as possible.

We reserve the right to correct orders if delivery is not possible due to any reason. If you have made multiple orders, we reserve the right to merge your orders and deliver them in one parcel. You will become the owner of the goods you ordered only after they have been delivered to you and we have received full payment for the goods. Once the goods have been delivered to you, responsibility for their loss or destruction is transferred to you.

Copyright

All content on this site, such as text, graphics, logos, pictures, audio clips, digital downloads and other software, belongs to Peptonic Medical AB and is protected by Swedish and international copyright laws.

Applicable law and jurisdiction

These terms and conditions and your use of the web page (as well as any intra-or out-of-court relationships that may arise in connection therewith) shall be governed by and interpreted in accordance with Swedish law. Any disputes that may arise shall be settled by the Swedish court.

Dispute

In the event of us not being able to reach an agreement, you as a consumer having entered into an agreement with us, have the right to report the dispute to The General Complaints Board (Allmänna Reklamationsnämnden - ARN). We have a policy to follow ARN:s recommendations. You can contact ARN via their website, www.arn.se, or by sending a letter to ARN at:

Allmänna Reklamationsnämnden  
Box 174  
101 23 Stockholm

Sweden