

General Terms and Conditions of Sale

Persons under 18 years of age must have written permission from a guardian to place an order. We reserve the right to change our terms and conditions without prior notice. Read more about our general terms and conditions [here](#).

Ordering

All regular orders are placed via our website, www.photographs-by-angela-kouzom.com. When an order is placed on an account registered as a company, the registered company is in all respects considered the contractually bound legal party.

Currency

All orders placed via gallerix.se are charged in Swedish Kronor (SEK).

Price and Payment

All prices on our website are current daily prices. All prices include VAT. VAT and any shipping costs are shown in the order summary before you confirm your purchase. If the VAT rate changes, we reserve the right to change prices accordingly. Price adjustments can occur at any time without prior notice. Gallerix only sells to individuals and companies who can pay by credit/debit card or via invoice.

Card Payment

Your card is charged at the time your goods are shipped from us.

Late Payments

In the event of late payment for invoice purchases, the terms set in connection with the invoice purchase apply. A reminder fee is added for missed payments. If no payment is made thereafter, the claim may be handed over to debt collection, where additional collection costs may apply. The full terms for invoice purchases can be read at www.klarna.se or by clicking the "Invoice Terms" link at checkout.

Original Files

Original files must be delivered according to guidelines from Photographs by Angela Kouzom. If the specified guidelines are not followed, Photographs by Angela Kouzom cannot be held responsible for the final result of the ordered product.

Tolerance

During production, deviations in colour and format may occur due to factors such as monitor calibration. In these instances, the right to claim a defect does not apply.

Delivery and Shipping

The delivery date is the day you receive your ordered item. The risk for the product passes to the customer upon receipt. If the customer chooses not to collect the ordered shipment, the customer will be charged for return shipping, COD fees, and a handling fee totaling 199 SEK. If a product/shipment is damaged during transport, this must be reported immediately to the transport company/driver upon delivery. Inspect your delivery before receiving and signing for it. Do not accept damaged packages.

Delivery Time

Delivery time is calculated from the date the order is placed. Note that if your ordered item is to be printed with your own original, a complete and approved original must be provided at the time of order. Otherwise, the delivery time may be adjusted by the time it takes to receive approval from the customer.

Note: Deliveries to zip codes in the far north (starting with 69... and up) may take an extra business day. Deliveries to remote locations (where UPS, DHL, or Schenker do not deliver daily), such as the Gothenburg or Stockholm archipelago, small inland villages, or Gotland, may also take an extra business day.

Payment Default

If a customer is more than 30 days late with payment after Photographs by Angela Kouzom has requested payment, Photographs by Angela Kouzom may, by written notice, terminate the agreement in whole or in part and claim damages.

Right of Withdrawal

For products printed according to the customer's specific wishes with personal motifs, we do not offer a right of return (open purchase). For other products, a 14-day right of withdrawal applies to private individuals, starting from the day you receive your delivery. You can cancel an order at any time until production has started. You cannot withdraw from a purchase after unique products (e.g., Birth Posters) have been manufactured and delivered. However, if you have purchased, for example, a photo poster with an image from Photographs by Angela Kouzom, you have a full 14-day right of withdrawal from receipt according to the Consumer Contracts Act. If an item is sealed, the seal must not be broken if you wish to exercise your right of withdrawal. Only products in unopened packaging can be returned.

Images and Colour Printing

The customer is responsible for the image rights of the images submitted. We reserve the right to refuse images deemed immoral or that violate laws and regulations. Colors may differ between screens and the printed result. Photographs by Angela Kouzom is not responsible for variations between the screen and actual print.

Warranty & Complaints

Our products are delivered with the warranties offered by manufacturers or suppliers. You cannot claim any additional product warranty from Photographs by Angela Kouzom. The warranty is personal, meaning it does not apply to second-hand purchases.

Private individuals have a three (3) year right to file a complaint under the Consumer Sales Act. Complaints must be made within a reasonable time after the defect is discovered. Defects must have existed before or at the time of delivery. Photographs by Angela Kouzom is not liable for defects

caused by customer negligence or handling inconsistent with the product's design. Complaints must be submitted in writing to:

Photographs by Angela Kouzom Bigarråvägen 3, 114 21 Stockholm or email to: info@photographs-by-angela-kouzom.com

The complaint must include customer number, order number, the reason for the complaint, and documentation of any damage.

Returns

We want you to love your photos. In accordance with the Swedish Distance Contracts Act (*Distansavtalslagen*), you have a 14-day right of withdrawal. This period begins the day after you receive your photographs. If you change your mind within these 14 days, simply notify us to initiate a return and refund.

Transport Damage

If an item is damaged or lost during transport from Photographs by Angela Kouzom, the transport company is responsible. If an item is lost or damaged when a customer returns it on their own initiative, the customer is responsible. Photographs by Angela Kouzom recommends that all shipments be packed carefully in original packaging and sent via trackable shipping.

Liability for Defects

Photographs by Angela Kouzom is obliged to remedy defects that consist of the product not meeting agreed specifications. This does not cover defects of minor importance or those caused by:

1. Customer's use with incompatible equipment.
2. Unauthorized modifications.
3. Negligence or use contrary to documentation.

Limitation of Liability (Companies only)

Liability is limited to a total amount corresponding to the purchase price of the product(s) in question, except in cases of intent or gross negligence. Gallerix is not liable for indirect losses or Force Majeure events (war, fire, labor disputes, etc.).

Disputes

Photographs by Angela Kouzom follows the recommendations of the National Board for Consumer Disputes (ARN) in any dispute regarding complaints.

Other Information

We reserve the right for printing errors and inaccuracies in information or specifications. All image information should be seen as illustrations; we cannot guarantee the exact appearance or nature of the product.

15% of the purchase price of this artwork is dedicated to supporting educational initiatives for school-aged children in developing regions, with a specific focus on Syria.

These funds are directed toward programs designed to enhance foundational learning skills, particularly in the areas of literacy and reading comprehension. In regions where educational

Photographs by Angela Kouzom

infrastructure has been compromised, these contributions help provide the necessary resources, such as instructional materials, literacy workshops, and safe learning environments to ensure that children can develop the cognitive tools essential for their long-term academic and personal success.

Company Information: Photographs by Angela Kouzom Bigarråvägen 3, 114 21 Stockholm, Sweden Org. nr: 990831-7309

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