

## ORDERS

### **NEW CUSTOMER**

Please contact Frands Jensen A/S by sending an email to [support@frandsjensen.dk](mailto:support@frandsjensen.dk) to become 'a new customer' / user. We will then contact you for further information. This site is exclusively for distributors (Business to business customers). This means there is no sale to private consumers.

As a private consumer you can be advised of the nearest distributor of a specific brand by sending an email to [consumer services info@frandsjensen.dk](mailto:consumer_services@frandsjensen.dk) or you can visit [www.pregoejewear.dk](http://www.pregoejewear.dk).

### **LOG IN**

You need to log in to place an order. Read more in the section "You log in by means of user ID and password". You can look through the catalogue without being logged in.

### **PLACING ORDERS**

Once the required products have been found they are placed on the order pad. Read more in the sections "Find products" and "Add products to the order pad". Click into the order pad and from there click onto "Purchase".

### **SEARCH PRODUCTS**

You can either look through the catalogue or use the search function to find the required products.

### **ADD ORDERS TO THE ORDER PAD**

You can add products to the order pad by looking for the required products in the catalogue. When the required products have been found click "Add products to the order pad". Repeat the same procedure for all required products. Read more in the section "Find products" about how to find all the required products. You can view the ordered products on the order pad once you have clicked "Add to order pad".

### **COMPLETION OF ORDER**

Once you have placed all the required products on the order pad, the entire order needs to be placed. Clicking "Purchase" does this. (Click on the icon on the order pad or the link in the menu.)

### **ORDER CONFIRMATION**

Here you have the opportunity of looking through the final order. You can look up details concerning order handling and consignment as well as making sure all entered information is correct. Continuing from here means you confirm the order. You will receive an order confirmation by email.

### **DISPATCH**

Via Post Denmark or DPD. Orders exceeding DKK 1000,00 (Excl VAT) are free delivered in Denmark.

## YOUR ACCOUNT

## **ORDERS**

We will send you an email with every step the order makes in our financial system. Our transport providers use a very advanced tracking system when looking for information about a consignment.

## **PERSONAL INFORMATION**

All information is treated as confidential. Entered information is only used as identification of customers and to ease the use of the site for customers.

## **LANGUAGE**

The site can be shown in various languages. The choice of language is related to your customer profile. Every time you log into the site it will open showing the language previously chosen. You can choose between the languages supported on the site anytime you want.

## **CURRENCY**

Prices on the site are available in various currencies, which makes it possible to trade in the currency of your own country. The site is set up to change the currency according to your customer profile when you log on. Subject to misprint and price increases.

## **CHANGE OF PASSWORD**

It is possible to change your password to the site. Actually it is recommended to change your password every now and again. It is important to use a secure password. Avoid using your user ID as password. Furthermore you should avoid using blank passwords, words or numbers, which are easily related to the user. You can change your password [here](#).

## **FORGOTTEN PASSWORD**

If you forget your password the site provides a service which can create a new one and email it to you. This will be send to the email address stated when the customer account information was concluded. [Click here](#) to receive a new password.

## DELIVERY

### **DELIVERY**

All products are delivered by Post Denmark or DPD or by your own forwarder. Delivery normally takes place within 1-2 working days and an expected delivery date will be informed when placing an order. In case of a delay in delivery we will notify you by email or phone.

### **DELIVERY ADDRESS**

The delivery address shows automatically and is based on the information in your user profile. It is not possible to change the delivery address without contacting FrandsJensen A/S.

### **PART DELIVERY**

Products in stock are reserved immediately when orders are placed. If some products are out of stock (i.e. are in back order or the products are being collected) we will still send all products ready. We will then send the remaining products, as these get ready for shipment. Please state clearly in the comment field on the order pad if you prefer to wait and receive you order in its entirety.

## PRIVACY & SECURITY

### **OUR GUARANTEE**

We guarantee you the best service when you are buying on our website. We only want happy customers. We never send out emails offering products, which our customers have not shown an interest in and registered to via a newsletter or the like. All customer information is treated as confidential. You can get in contact with us via standard mail, email, fax or phone. We always get back to you as soon as possible. Our contact details are at the bottom of this page.

### **COOKIES**

Our site uses cookies to secure your perception of the site. This cookie, which is a small file, used by your Internet pathfinder to store on your hard disk, contains information about who you are in our system. Our site is therefore capable of providing you with a service, which accommodates your requirements. When you log out this file will be deleted. The file only contains one user ID that can identify you. If you are using a computer accessible to the public it is important for you to log out when you have finished using the site to avoid others in gaining access to the site in your name.

### **USER PATTERN LOG**

We constantly aim at improving the site and make it more users friendly. We therefore keep information about how the site is being used. The information will be kept in our database and later analyzed in order for us to improve our service towards you as a customer.

## COPYRIGHT

### **FRANDS JENSEN A/S**

All rights to the site belongs to Frands Jensen A/S. Copy or reproduction of the site, products, photos or part of these are prohibited and protected by international law and copyrights.

## COMPANY DETAILS

### **Frands Jensen A/S**

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CVR no: 11 88 12 38

### **OPENING HOURS**

The web site is only closed when products and catalogue are being updated. Our office and phone opening hours: Monday – Thursday: 8:30 – 16:30, Friday 8:00 – 16:00. Saturday and Sunday closed.

### LINKS TO TRANSPORT PROVIDERS

<http://www.dpd.net>

<http://www.postdanmark.dk>