

# General Terms and Conditions



## **TIGHT SENSATION**

- a brand owned by HotWave

### Prices

All prices on [tightsensation.com](https://tightsensation.com) are including Danish VAT (25%).  
As a service for European customers, EUR prices are displayed, calculated from the daily exchange rate.  
We accept no liability for inaccurate EUR prices. All final purchases are made in DKK.

### Liability

Seller accepts no liability for written errors, price changes, discontinuation of products or delivery fails from third party suppliers.

### Delivery

All orders are under normal circumstances shipped within 1-14 workdays with GLS or Post Danmark.  
Shipping costs varies according to destination country, and is clearly presented before an order is submitted. We currently ship to 13 European countries.

### Payment

When ordering, you can pay with credit cards through a secure connection between you and our provider, QuickPay. Upon ordering, the total amount is reserved on your card.  
Final transaction is executed when your order is ready for delivery.

**On your bank account, the transaction will be described as "HotWave"**

### Dissolution - Standard Products

The following dissolution terms apply to all products ordered directly from the product catalogue on [tightsensation.com](https://tightsensation.com). You may dissolve the agreement within 14 days. Products, that are of personal/intimate nature, will be clearly marked with a special return policy.  
If the see-through packaging for these products are opened, the item will be worth 0% if returned.  
Products, that are not of special personal/intimate nature, can be returned and refunded upon our evaluation of loss of value. Dissolution can only take place after using the return option on [tightsensation.com](https://tightsensation.com) or after contacting us on [sales@tightsensation.com](mailto:sales@tightsensation.com). You will return the item at own risk and cost. We will refuse to accept any "cash-on-delivery" consignment.

### Dissolution - "Tailor Made" Products

Products, that are "tailor made" after your own ideas and design, cannot be returned. We will, however, work with you to make sure, that you will be as satisfied with the purchase as possible. We will clearly communicate to you, if a product falls under this term of dissolution.

### Complaints

According to Danish law, you have 24 months to file complaints. We will only address complaints regarding broken stitching, rivets, buckles etc. if it's likely that the breakage is caused by regular use of the product. We will not address complaints regarding damage caused by deviant, inconsiderate/careless use of the products or products used in other applications than the ones described in the original product description.

We will not address complaints regarding regular wear/tear on the raw leather material or damages caused by insufficient or incorrect caretaking of the leather. In case of complaints, that are well founded as described above, we will repair or replace the broken product depending on the situation.

We are not bound to any other obligation than described in the preceding sentence.

### Privacy

We respect your privacy. When shopping on [tightsensation.com](https://tightsensation.com), we need your Full Name, Address, Zip Code, City, Country and E- mail address. We store this information with the purpose of shipping your order to you. We do not store any other information about you. You can review all provided information on your personal profile page. We will keep your data for 5 years after your last order.

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## Privacy (cont'd)

Payment is handled through a secure connection to our payment provider, QuickPay. tight sensation.com does not handle any data regarding your source of payment.

## Cookies

tightsensation.com does not use cookies.

## General Liability

We cannot be held responsible for any consequences regarding the use of Tight Sensation products. Our products should be used and handled with great responsibility and attention to safety. Any use of Tight Sensation products is at ones own risk. Our products should be kept away from children.

## Ownership, Rights and Resale

Tight Sensation is a brand owned by  
HotWave  
Vendersgade 7, 4.tv  
1363 København K  
CVR/VAT#: 25277791

All rights regarding product design and graphic material on tight sensation.com is reserved. Use of any graphics/ images, logo or text from tight sensation.com is prohibited without explicit agreement in writing from us.

Products bought on tight sensation.com may not be resold. Terms regarding dissolution and complaints are no longer applicable if products are resold.

## Force Majeure

Tight Sensation produces handmade leather items of highest quality. We cannot be held responsible for third party suppliers' fail in delivery regardless of the cause. Dependent on the situation, we may choose to extend the delivery time or in worst cast dissolve the agreement. In such case, you are not entitled to any compensation. We accept no liability for extreme situations like war, natural catastrophes, lockouts, strikes etc. In any of the above cases, we will inform you immediately.

## About the Agreement

This document is a translation of the Danish Handelsbetingelser that originally applies. Tight Sensation is a brand owned by HotWave - a Danish registered company. Therefore, Danish law applies. Københavns Byret processes any dispute between buyer and seller.

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