

## **Payment**

REBELDENMARK.COM, which is a part of FCbikes.dk ApS, accepts payment by creditcards: VISA, MasterCard. Payment will be debited to your account once it is shipped.

All amounts are in DKK or the currency of your choosing and always be shown including VAT.

REBELDENMARK.COM is using an approved payment server, which encrypts all information with SSL (Secure Socket Layer) protocol. This means that your information can not be read by others.

Our payment service provider is QUICKPAY, provided by PENSOPAY.

## **Delivery**

REBELDENMARK.COM will try to deliver all orders received before 12:00 on weekdays, within 2-3 working days. This only applies to domestic orders and for items in stock.

We will use the danish postal service or GLS on domestic orders, and also for foreign deliveries.

We can not be held liable for the freighndlers use of thirdparty freight companies in your respective country.

## **Warranty**

There is given a 2 year warranty under the Sale of Goods Act. Our warranty applies to defects in material and / or workmanship.

The claim does not apply to defects or damage committed by incorrect operation of the product / service.

REBELDENMARK.COM will cover shipping costs to a reasonable extent, when returning products under warranty.

## **Service**

If you wish to have your wheels/products serviced by us, please make sure to keep the packaging for the wheels. This can be used for transportation to our certified servicecenter.

Please send the wheels to the following adress for service issues:

FriBikeShop - Haslev  
Nørregade 10  
4690 Haslev – Denmark

Please mark the case: REBELDENMARK SERVICE and fill out the serviceform found on our website.

Email the serviceform to [service@rebeldenmark.com](mailto:service@rebeldenmark.com) and also print a copy to put in the case.

### **Upon returning**

Complaints and returns are to be sent to:

REBELDENMARK.COM ( Fcbikes.dk ApS)  
FUGLEBAEKVEJ 3D first floor.  
2770 Kastrup  
Denmark

We do **not** accept packages sent with after-claim-payment.

All wheels returned must be without tires, tubes, and rime tape. If not, a 10 EUR ( 75,- DKK ) service fee will be issued.

### **Reimbursement**

If a refund is agreed, please send your bank details along with the goods, so we can transfer the agreed amount as soon as possible.

### **Cancellation**

There is given 14-day return option on goods purchased in our Webshop. The period runs from the date you receive the order.

You must pay the return shipments yourself.

The cancellation/withdrawal must be notified to us within 14 working days after the purchase.

The notification shall be made by mail on [info@rebeldenmark.com](mailto:info@rebeldenmark.com). In the message, make us clearly aware that you want to use your right of withdrawal. You can also choose to use our standard withdrawal form and send with the returned goods. You can find it here : [CANCELLATION FORM](#)

You are liable for any diminished value of the goods, as a result of your own handling of the goods – other than what is necessary to establish the nature, characteristics and the way it works. In other words - you can try the product in the same way as if you tried it in a physical store, but not use it in a way that results in a lowered value – or makes the product unsellable again.

If the product is used beyond what is outlined above, we will consider it as used, which means that you only get part of, or none of the purchase amount back, depending on the product's commercial and resellable value.

In order to receive the entire purchase amount back, you must therefore do the same as you can in a physical store. You must testfit or mount any product, product, but do not take it in actual use.

### **Remedies - overview and links**

Do you have a complaint about a product purchased from our Web Store, please send a complaint to:

Competition and Consumer Authority Center for Complaint Resolution

Carl Jacobsen Vej 35  
2500 Valby  
Denmark  
Link: [www.forbrug.dk](http://www.forbrug.dk)

If you are a consumer residing in another EU country, you can specify your complaint in the EU Commission's online complaint platform.

The platform can be found here: <http://ec.europa.eu/consumers/odr/>

### **Reserved rights**

Subject to changes in the text, prices and guides on this website are reserved and Fullcarbonwheels.com / Rebeldenmark.com cannot be held liable for changes in the text, prices, and the like.

### **Business**

All transactions or agreements concluded on this page, are signed with the company:

RebelDenmark.com ( Fcbikes.dk ApS )

Fuglebækvej 3D 1st floor.

2770 Kastrup

Denmark

Tel no: +45 93 980 392

Mail: [info@rebeldenmark.com](mailto:info@rebeldenmark.com)

VAT: DK38023225