

## **Generally**

We reserve the right for any typos, product changes, price adjustments and any color deviations. We reserve the right to adjust any price errors before and after the order is processed. VAT is included in all prices by 25%

## **Mojo Home**

We sell espresso machines, grinders, and accessories in the premium segment for the home market. All our products are carefully selected by us personally and we do not sell anything we would not use ourselves.

We think we have the best equipment. If you have questions about a specific machine, need guidance on what suits you best or other questions / suggestions, please email us at hi(at)mojohome.se

Mojo home always tries to have the latest and greatest products and accessories so that you as a customer can always get the optimal cup of coffee.

We are constantly looking for great products - espresso-related in the first place. If you are missing a good product with us, do not hesitate to contact us at hi(at)mojohome.se

## **Normal Shipping Terms Sweden**

Shipping within Sweden to service point 200 SEK for accessories and 2000kr for Equipment. The package arrives within 1-2 working days and is notified by email / sms. When your package is sent, you will automatically receive an email with a link to DHL where you can follow the order. In the unlikely event that you have not received your package within 2 days, please contact us and we will do our best to help. Email to hi(at)mojohome.se

Home delivery to the door for espresso machine or grinder costs 500 SEK extra and accessories 200 SEK.

As part of our environmental responsibility, we sometimes use product boxes from suppliers to send orders. We find that many cartons have a longer lifetime than a pre-recycling shipment. Of course, the content is the same regardless of external packaging.

**In the event of return / regret of machines that require pallets, the customer will be charged the actual shipping cost round trip which corresponds to Mojo Home's actual expenses for shipping.**

Everything is traceable and fully insured. Use the "Mina Paket" app to follow the package's path to you. A text message will be sent when the package arrives at your nearest service point.

## **Retention of title**

All goods except consumables delivered by Mojo Home / Team Mojo AB have the right to withdraw until full payment has been received for the goods.

## **Contact info**

The fastest contact with us you will receive if you send an e-mail to: hi(at)mojohome.se It is also possible to call us on 08-122 076 60. If we are not able to take your call, please send us an email with your details and we will call you as soon as we have the opportunity. You will always get the fastest response if you send us an e-mail.

## **About us**

Mojo Home is an online store that since 2023 has the business concept of offering equipment and accessories for the premium segment for the home barista. This together with training opportunities, counseling, and service for all our products.

We work directly with our suppliers of espresso machines and mills to be able to offer them and your customers the best service and representation. We are missionaries of fantastic coffee and all the best that goes with it. In order to best benefit from freshly roasted specialty coffee, we offer a close collaboration with some of Sweden's best specialty coffee roasters.

Mojo Home is a brand aimed at the domestic market owned and operated by Team Mojo AB. Team Mojo AB has an F-tax certificate and organization number **556886-5306**.

Our VAT number is: **SE556886530601**

## **Company - Subscription service and services**

### **Rent a Barista with or without espresso machine and grinder**

Are you going to have a fair, event, corporate party, birthday party? If you live in Stockholm, Gothenburg or in Malmö and the surrounding area, we can most likely find one or more of Sweden's best baristas for you. Contact us at hi(at)mojohome.se if you want to know more.

### **Leasing/buying a machine and grinder**

Should you as a company buy a new coffee machine or espresso machine at work? Our professional part Team Mojo cooperates with the best suppliers on the market and is guaranteed to find the right solution for you. Contact us at hi(at)mojohome.se if you want to know more.

### **Applicability**

Mojo Home's terms of purchase are applicable in case Swedish or other applicable law does not prescribe terms that conflict with the same. For private consumers, the Consumer Purchase Act (Konsumentköplagen) and the Distance Contracts Act (Distansavtalslagen) apply, and for companies - the Purchase Act (Köplagen). Unlike the Consumer Purchase Act, the Purchase Act is dispositive, which means that companies can contract other than what the law prescribes.

### **Order**

All orders are made via [www.mojohome.se](http://www.mojohome.se)

It is also possible to send e-mail to us at hi(at)mojohome.se or call us on 08-122 076 60

If the customer is under 18 years of age, the parent's permission must be obtained by the customer before the purchase is carried out. Orders made in another person's name without their consent, or in any other way that causes us to suffer financial or other damage, are reported to the police.

**For uncollected packages, the customer is invoiced 500 kr. In case of return / regret of machines that require pallets, the customer will be charged the actual shipping cost round trip which corresponds to Mojo Home's actual expenses for shipping.**

### **Returns**

Any return shipping is paid by the customer. Also applies to complaints.

Returns are to be sent well packaged together with name, order number and reason for the return. Contact our customer service and we will send out a pre-printed return shipping label.

No later than 14 days after the product has been received by us, we refund the value of the goods.

NB! We are not able to pick up packages that are sent to agents. Therefore, use the consignment note sent out from our customer service or use a shipping service that can offer the service business packages.

You as a customer are responsible for the risk if the product is damaged when it is shipped back to us. Therefore, remember to package the item well. Use the outer packaging you got the item in. Do not put the consignment note directly on the product packaging itself.

### **Prices**

All prices listed on our pages are inclusive of VAT and are based on cash payment unless otherwise agreed. Cash payment refers to payment with any of the payment options that we have at Mojo Home.

We do not control price changes in the market, which is why the price that applies at the time of ordering also applies at the time of delivery. Price adjustments are made on an ongoing basis based on purchase costs.

### **PAYMENT OPTIONS AT CHECKOUT:**

Mojo Home accepts the following payment methods through Payson which holds SSL certificates for card payments:

#### Payson Checkout

#### Payson's payment options

Together with Svea Bank AB, Payson (publ), Evenemangsgatan 31, SE-169 81 Solna, Sweden, we offer the following payment options where payment is made directly to Payson:

- Pay within 14 days: Payment time is 14 days from the dispatch of the goods. The terms and conditions for payment within 14 days can be found here ([link](#))
- Partial payment: Payson partial payment is an account credit provided by Payson that gives the borrower the opportunity to pay their purchases monthly in part with at least 1/24 (minimum SEK 50) of the total utilized credit amount or in accordance with the terms approved at checkout. For more information about Payson partial payment including general terms and conditions and Standardized European consumer credit information, you can find here ([link](#)).
- Bank transfer: Your account will be debited immediately after the order has been placed.
- Card: The money is deducted immediately when the item is sent. Support for Visa, MasterCard, Maestro, Diners Club and Discover Card.
- Swish: Your linked account will be debited directly upon sending out the item.
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You can find more information about Payson here ([link](#)) and can read their terms of use here ([link](#))

In order to offer a set of different payment options, we need to share your personal, contact and order information with the provider of the respective payment service. We recommend that you read our privacy policy ([link](#)).

The use of this data is governed in accordance with applicable data protection law and Payson's Privacy Policy.

#### Card payment

- The card payments are also handled by Payson, which meets the requirements for PCI DSS, which is the current security standard for card transactions and storage of card data. No card information is handled by us at Mojo Home.
- When you place your order, the current amount is reserved in the account, but the money is never deducted until we send the goods.

### **Delivery times**

We reserve the right for any incorrect stock information, which may result in delivery being made earlier as well as later than expected. We reserve the right to change an order regarding content to equivalent / better product without affecting the price the customer

has received, or delete non-deliverable goods from orders, and then of course with a price reduction for the same. Of course, by agreement first with you as a customer!

If you as a customer then wish to order another or mentioned item, this is to be considered a new order. In the event that the buyer considers that delivery is delayed in such a way that he no longer wishes delivery of orders, it is the buyer's responsibility that said order is canceled in accordance with these Terms of Purchase before the effect of the order takes place. Partial delivery of orders takes place only at the customer's request and incurs additional shipping costs for the customer.

### **Buyer's responsibility**

It is the buyer's responsibility to ensure that the address provided to us at the time of ordering is correct, and that the buyer, after we have executed the order, follows up the delivery at the freight forwarder, and ensures that the delivery is picked up / received at the collection point within a reasonable time from dispatch, usually nine (9) days from dispatch. Delivery is only made within Sweden unless otherwise agreed. For overseas delivery, please contact us first on hi(at)mojohome.se for the exact shipping price and procedure.

### **Change of order**

The customer naturally has the right, at no cost to him other than the price difference on the product, to change his order until the point when the order has been executed, however, subject to the customer's ordered item which is not stocked. In the event of a change of item on order, the price that is current at the time of the change applies. Please note that orders that have already been delivered from our system for obvious reasons cannot be changed.

### **Cancellation**

Cancellation of orders is possible at no cost to the customer until the time the order has been executed. Execution usually takes place through the creation of invoices and shipping documents. Cancellation after the order has been executed is not possible. If we have fulfilled your order in all cases, you as a customer are obliged to receive the shipment. Cancellation of non-stock goods purchased specifically for the customer is not possible after we have ordered the same item from our supplier or programmed this item ourselves. A cancellation is not valid until confirmation has been received from us.

### **Right of withdrawal**

As a private person, according to the Distance Contracts Act, you have the right to cancel a purchase within 14 calendar days, but not less than 7 working days, from receipt. To request a right of withdrawal according to the Distance Contracts Act, please contact us and we can see if you meet the conditions required to apply the right of withdrawal, and in such cases provide the information we need. The product **must be** in unused condition and in undamaged original packaging. Return of goods returned with reference to the Distance Contracts Act takes place at the customer's expense as the Distance Contracts Act does not give the customer the right to request a refund of costs for transport or other service performed. The item must be returned well packaged according to our recommendations - In the event that the item breaks when it is returned to Mojo Home, the buyer is responsible. If goods you ordered cannot be used in the intended way, such as incompatibility, or if the right of withdrawal is to be considered forfeited, repurchases are still approved in some cases. In such cases, the buyer is responsible for all costs incurred, usually shipping. In such cases, 20% of the value of the goods is withheld to cover costs for handling the return.

### **Complaints**

According to the Consumer Purchase Act, private individuals have three (3) years of right of complaint regardless of the warranty period that applies to a product. Complaints must be

made within a reasonable time from the time the defect is discovered. It is in the event of a complaint after the end of the warranty period that the buyer must prove that the defect you complain about existed already at the time of delivery.

### **Returns**

We reserve the right to replace defective goods with equivalent if identical goods are not available at the time of action of the returned item.

### **Support & Service**

It is always possible to email us at hi(at)mojohome.se if you have any questions! For support, service, or other form of user support of a general nature or in the event of a defect in goods that cannot be attributed to warranty or complaint, we refer otherwise to the respective manufacturer.

### **Information**

We reserve the right for printing errors, errors in information, as well as errors in specification, on all items and services in our range. All image information on our pages should be seen as illustrations, and we can also not guarantee that the image reflects the exact appearance and nature of the product.

### **Dispute**

In the event of a dispute where the buyer is a private person, we have a policy to always follow the recommendations of the General Complaints Board (Allmänna Reklamationsnämndens - ARN). Disputes between two or more companies, as a rule, are settled in court.

### **Data loss**

We cannot be held responsible for loss of stored information such as order confirmations and receipts when purchasing. We therefore urge buyers to always take the necessary backup of all data before installing new hardware, software, or other equipment, and always ensure that vital information on the hard disk or other storage medium sent to us for some kind of action, is saved on the appropriate medium.

### **Force Majeure**

In the event of war, natural disaster, industrial action in the labor market, government decisions, non-delivery from subcontractors, costly circumstances, and thus comparable event beyond our control that could not reasonably be foreseen, and affects entered into agreements and commitments on our part, which means that we cannot keep the said agreement / promise, shall form the basis for us being released from our obligations to fulfill the said agreement.

## **Privacy and personal data policy**

### 1. Generally

This privacy and personal data policy ("**Privacy Policy**") describes how Mojo Home, Team Mojo AB with orgnr: 556886-5306, Postflygsgatan 10A, 128 30 Skarpnäck, email hi(at)mojohome.se ("Mojo Home", "**we**") collects, uses, discloses and stores your personal data. This policy applies from 2018-05-25.

1.1 The privacy policy applies to the processing of personal data when Mojo Home provides services and products in connection with purchases, service matters and other contact between you and Mojo Home, such as visits to our website. The privacy policy also applies to the processing of personal data that is done within the framework of account ownership on Mojo Home's website ("**Account Holder**") and when sending newsletters, customer reviews and other marketing via e-mail and mail.

1.2 You should always be able to feel safe when you submit your personal data to us. With this Privacy Policy, we want to show how we ensure that your personal data is processed in accordance with applicable personal data legislation (the General Data Protection Regulation GDPR).

1. Data controller

Mojo Home is the data controller for our processing of your personal data and is responsible for ensuring that such processing takes place in accordance with applicable legislation.

1. When do we process your personal data?

3.1 In order for you to visit our website, purchase our goods or services or contact us for service or information, we must collect and process personal data about you.

3.2 Mojo Home collects and processes personal data about you when you make a purchase on Mojo Home's website, use our support, visit our website or an event that we organize, or when you otherwise have contact with Mojo Home. The information collected from you during purchases is required for you to be able to enter into a purchase agreement with Mojo Home and for us to be able to deliver your goods and services.

3.3 If you are an Account Holder, Mojo Home collects personal data about you that you provide when registering an account on our website. We also collect information about your purchase history while you are an Account Holder. Mojo Home also processes data that you from time to time give us access to through your account on our website. As an Account Holder, you can update your information at any time by going to "My pages".

3.4 We also collect and update your address information through third-party address update services.

1. What personal data do we process?

4.1 For you as a customer of Mojo Home

The personal data Mojo Home collects and processes about you as a customer who makes purchases and uses our support services is:

- Name
- Address
- Telephone number
- Email
- Customer number
- Social security number
- Order/invoice number
- Purchased items (order lines)
- Payment details
- IP address and information about your use of our website

4.2 For you as an Account Holder

The personal data Mojo Home collects and processes about you as an Account Holder is:

- Name
- Address
- Telephone number
- Email
- Social security number
- Order/invoice number

- Payment details
- Account information for logging in
- IP address and information about your use of Mojo Home website
- Information about your purchases (order history)

#### 4.3 For you who receive newsletters

The personal data Mojo Home collects and processes about you who receive newsletters:

- Name
- Email
- How to interact with the newsletter

##### 1. Why do we process data about you?

4.4 The personal data that Mojo Home shares with Trustpilot in connection with the collection of customer reviews for Mojo Home:

- Email

#### 5.1 For you as a customer of Mojo Home

Mojo Home processes your personal data for various purposes. We mainly process your personal data for the purpose of:

- Fulfill our obligations to you as a customer, such as implementation of purchases, invoicing, and provision of support
- Enable general customer care and customer service, such as answering questions and correcting incorrect information
- Provide you with relevant information and target marketing regarding Mojo Home goods and services
- Assess what payment methods we can offer you, for example through credit assessments
- Improve our customer offering, such as the development of services, products and features
- Prevent fraud and perform risk management
- Comply with applicable legislation, such as accounting laws
- Enable communication by mail and email
- Enable personalized offers, marketing, and event invitations via mail and email
- The data can also form the basis for market and customer analyzes, market research, statistics, business follow-up and business and method development related to the purchase of goods and services.

#### 5.2 For you as an account holder

In addition to the list above, Mojo Home processes personal data of Account Holders also for the purpose of:

- Administer the account holdings, for example, give you the opportunity to set a new password
- Give you the opportunity to see your purchase history
- Give you the opportunity to have pre-filled information
- Give you the ability to manage multiple addresses

##### 1. The legal bases for our processing of your personal data

Mojo Home bases the processing of your personal data on four different legal bases, in accordance with the GDPR. These basics are described in this section.

### 6.1 Agreement

We process, among other things, your personal data in order to be able to fulfill the agreement we enter with you as a customer when you place your order. In order for, among other things, payment, and delivery of the goods you buy on our website to work, we need to process information about you.

### 6.2 Consent

We process, among other things, your personal data in order to fulfill our obligations to you as an Account Holder, such as simplified administration and order history. This is done based on consent, i.e., that by creating an account on our website and entering information about yourself, you agree that the information is there and used for, for example, purchases such as pre-filled name and address information.

### 6.3 Balancing of interests

Part of the processing of personal data that we carry out is based on a so-called balance of interests. This applies, for example, to the processing we carry out in order to be able to send newsletters, customer reviews and other offers to you about our goods and services. Mojo Home does not process sensitive personal data based on a balance of interests.

6.4 Legal obligation in some cases, Mojo Home may have a legal obligation to process your personal data. This applies, for example, to the processing of personal data that we carry out in order to be able to meet the requirements of the Accounting Act.

#### 1. How long do we save information about you?

7.1 Your personal data is stored for as long as there is a need to save it to fulfill the purposes for which the data was collected in accordance with this Privacy Policy.

7.2 Mojo Home saves information about Account Holders as long as the Account Holder has an account with Mojo Home. Compilation of our personal data processing:

<b>Purpose</b>	<b>Legal basis</b>	<b>Categories of personal data</b>	<b>Shelf life</b>
To administer, develop and deliver our goods and services as well as provide support such as complaints and warranty matters	Completion of purchase agreement (terms of sale)	<ul style="list-style-type: none"><li>• Name, address, telephone number, social security number and e-mail</li><li>• Geographical information</li><li>• IP address, device information, log information</li></ul>	As long as it is needed for the purpose



To ensure that legal requirements are complied with, such as the Accounting Act and the Consumer Purchase Act	Legal obligation	<ul style="list-style-type: none"> <li>• Name, address, telephone number and e-mail</li> <li>• Accounting information, t. e.g., invoice and payment information</li> </ul>	As long as we are required to store the data under applicable law
To promote Mojo Home goods and services by mail and email	Balancing of interests	<ul style="list-style-type: none"> <li>• Name, address and e-mail</li> <li>• Geographical information</li> <li>• IP address, device information, log information</li> </ul>	As long as you do not unsubscribe from the newsletter, customer reviews or request that we delete your data
To administer your account holdings and give you the opportunity to view purchase history and save information	Consent to account with Mojo Home	<ul style="list-style-type: none"> <li>• Name, address, telephone number, social security number and e-mail</li> <li>• Geographical information</li> <li>• IP address, device information, log information</li> <li>• Payment details</li> <li>• Customer number</li> <li>• Information about your purchases</li> <li>• Information about your account holdings</li> </ul>	As long as you have an account with Mojo Home

## 9. Who do we disclose personal data to?

Mojo Home may disclose your information to third parties, such as our payment and shipping service providers.

9.1 Third parties to whom Mojo Home discloses information or otherwise provides information about a customer or Account Holder may only use the information for the purpose of delivering services related to Mojo Home's agreement with you as a customer. These include payment and

shipping service providers. If you apply for a credit at the time of your purchase, your information may also be disclosed to credit reference agencies.

9.2 Personal data may also be disclosed by Mojo Home if it is necessary to comply with applicable legal requirements or requirements from authorities, to safeguard Mojo Home's legal interests or to detect, prevent or draw attention to fraud and other security or technical problems.

9.3 We never sell your personal data to third parties.

1. Protection of your personal data

You should always be able to feel safe when you submit your personal information to us. Mojo Home has therefore taken the security measures needed to protect your personal data against unauthorized access, change and deletion

1. Your rights

10.1 Mojo Home is responsible for ensuring that your personal data is processed in accordance with applicable legislation.

10.2 Mojo Home will, at your request or on its own initiative, correct, de-identify, delete, or supplement information that is found to be incorrect, incomplete or misleading.

10.3 You have the right to request

1. Access to your personal data. This means that you have the right to request a register extract of the processing that we carry out regarding your personal data. You also have the right to receive information in the register extract about where the data has been retrieved from if it has not been collected from you, as well as the predicted period during which the data will be stored or the criteria used to determine this period. You also have the right to receive information about your other rights set out in this paragraph in the register extract.
2. Rectification of your personal data. At your request, we will as quickly as possible correct any incorrect or incomplete information we process about you.
3. Deletion of your personal data. This means that you have the right to request that your personal data be deleted if it is no longer necessary for the purpose for which it was collected. However, there may be legal requirements that we may not immediately delete your personal data in, for example, accounting and tax legislation. We will then terminate the processing that is done for purposes other than complying with the legislation.
4. Restriction of processing. This means that your personal data is marked so that it may only be processed for certain limited purposes. Among other things, you can request restriction when you believe that your information is incorrect and you have requested correction. While the accuracy of the data is investigated, its processing will be restricted.

11.4 Mojo Home will notify each recipient to whom the personal data has been disclosed as described above of any corrections or deletion of data as well as restriction of processing of data.

11.5 You have the right to data portability. This means a right, under certain conditions, to obtain and transfer your personal data in a structured, commonly used and machine-readable format to another data controller. A prerequisite for data portability is that the transfer is technically possible and can be automated.

11.6 You have the right to object to personal data processing carried out based on a balance of interests.

11.7 If you do not want us to process your personal data for direct marketing, you always have the right to object to such processing by sending an email to hi(at)mojohome.se. Once we have received your objection, we will cease processing the personal data for such marketing purposes.

11.8 Anyone who believes that a company handles personal data incorrectly can file a complaint with the Data Inspectorate.

#### 1. Cookies

Mojo Home uses cookies. These cookies are deleted when you close your browser. If you open a new browser window, new cookies will then be created. We save information in the cookie such as a random value that is used to create anonymous statistics in our web shop.

#### 1. Contact

Do not hesitate to contact us if you have any questions about this Privacy Policy, the processing of your personal data or if you want to request a registry extract. Our contact information can be found below.

TEAM MOJO AB  
Postflygsgatan 10A  
SE-128 30 Skarpnäck

[hi\(at\)mojohome.se](mailto:hi(at)mojohome.se)