

General Terms and Conditions for purchase

Applicability

These General Terms and Conditions for purchase ("Terms") apply to purchase agreements which you, as the consumer, enter into with Stockholmsmässan AB, corporate identification number 556272-4491 ("Stockholmsmässan") or other organizer ("Organizer") which has contractually assigned Stockholmsmässan to manage sales on behalf of the Organizer.

Entering into a Purchase Agreement

By completing an order, you agree to these Terms. A purchase agreement is entered once Stockholmsmässan has confirmed your order by sending ticket or any other written confirmation to your email address registered in the purchase process or when registering for a user account. You must be 13 years of age to make a purchase and thus enter into an agreement with Stockholmsmässan or the Organizer. If you are between 13 and 18 years of age, you need the approval from a parent or guardian to complete the purchase.

Prices and charges

All prices are in Swedish krona (SEK) and include VAT. The prices shown only refer to tickets/products/services relating to your purchase. There may therefore be extra charges applied, for example depending on method of payment. If extra charges are applied, these will always be specified during the purchase process, before payment. Stockholmsmässan or the Organizer reserves the right to adjust prices without prior notice. The prices shown at the time of your purchase shall apply between you and Stockholmsmässan or the Organizer unless specifically agreed otherwise.

Payment

Stockholmsmässan may offer different methods of payment.

When paying with card you should feel confident that your personal and payment data are kept safe and secure. All communication, which include sensitive data, are encrypted. Stockholmsmässan and our payment providers conform to all relevant security standards including PCI DSS certification.

Regardless of payment method, Stockholmsmässan ensures that the processing of payment- and personal data complies with all relevant legal requirements.

New payment methods may be added and existing ones may be subject for change.

Delivery

Your ticket/confirmation is normally delivered within a few minutes. Delivery times are estimates and may vary. If you do not receive your ticket/confirmation within two hours, please contact us.

Personal data

Stockholmsmässan or the Organizer will process personal data in accordance with the Data Protection Policy you consent to during the purchase process or when registering a user account.

Cancellation

A purchase may be cancelled up to the point of payment. Regulations regarding the right to cancel a purchase under the Swedish Distance Contracts Act (Distansavtalslagen) do not apply to purchases of event tickets. Once payment has been made, your purchase is binding. Lost tickets will not be replaced.

Personal use

Tickets may only be purchased for personal use. This means that tickets may not be bought for commercial resale or bought or used for another commercial purpose. The latter means that tickets may not be offered as part of competitions or in conjunction with offers of another product or service without the written consent of Stockholmsmässan or the Organizer. For events with restrictions regarding number of tickets per purchase and/or customer, you may not purchase more tickets than the stated maximum number of tickets.

Violation of Terms

If you fail to provide correct information about yourself, or breach or attempt to bypass these Terms in another manner, Stockholmsmässan is entitled to cancel your booking or purchase, and, when applicable, close your user account with immediate effect. In the event that tickets are cancelled, for any of the above stated reasons, the ticket price paid will not be refunded. You are responsible for keeping user-ID and password to your user account safe and secured from unauthorized access.

Reservation and Limitation of Liability

Stockholmsmässan reserves the right to cancel orders that are incorrect for reasons such as technical problems or any alike reasons. Stockholmsmässan does not issue warranties against and is not liable for any delays and/or sell-outs.

Stockholmsmässan or the Organizer will not be responsible for informing you of cancelled events or events being moved in space or in time. You have the sole responsibility to keep yourself informed of any such changes. If an event is cancelled or moved you may be entitled to a refund. No later than three (3) months following the original date of the event you must notify Stockholmsmässan of your claim together with relevant bank information for the refund, including bank account number.

Claims notified after the above stated time period will be rejected. If you have the legal right to a refund or if Stockholmsmässan for any other reason accepts your claim, Stockholmsmässan will process the refund within an appropriate reasonable time period thereafter.

Disputes

Disputes arising from these Terms shall be ultimately settled in a general court of law and in accordance with Swedish law.

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