



TIMELESS MOMENTS AB

GENERAL TERMS AND CONDITIONS

These General Terms and Conditions (the "Terms") apply between you as a consumer ("you" or the "Client") and Timeless Moments AB, corporate registration number 559549-6604 (the "Company"), when you order and purchase services, such as event planning, coordination, or event management (the "Services"), from the Company. The Client and the Company are collectively referred to as the "Parties".

You accept and agree that you have read and acknowledged these Terms in connection with ordering and purchasing the Services, and further confirm that you have read and acknowledged the Company's Privacy Policy.

You must be at least 18 years of age and act as a private consumer to order and purchase the Services. A private consumer, as opposed to a business entity, is a natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business, or profession.

The Company reserves the right to amend these Terms. The applicable version of the Terms is the version available at the time of the Client's purchase of the Services.

Timeless Moments AB

Corporate Reg. No.: 559549-6604

Address: Fäbodvägen 62, SE-774 67 Horndal, Sweden

Contact: info@timelessmoments.se

Phone: +46 (0)73-758 66 78

1. Booking and Confirmation

1.1 The Client submits a non-binding inquiry to the Company either by telephone or via the contact form on www.timelessmoments.se. Upon receipt of the inquiry, the Company prepares a quotation accompanied by applicable terms and information regarding the relevant Services. A binding agreement between the Parties shall only be deemed concluded once the Client has confirmed the Company's quotation in writing or when a separate written agreement has been executed between the Parties.

1.2 The Company reserves the right to decline an inquiry without stating a reason and is under no obligation to enter into an agreement for the provision of the Services.

2. Prices and Payment

2.1 All prices are stated in Swedish Kronor (SEK), including Value Added Tax (VAT) and any applicable additional fees. The total cost and payment terms for the Services will be set forth at the time of booking and/or purchase prior to final order confirmation.

2.2 In the event of late payment, interest on overdue payments shall be charged in accordance with the Swedish Interest Act (1975:635), together with statutory reminder and debt collection fees.

3. Liability

3.1 The Client shall be responsible for ensuring that all information provided is accurate. Unless otherwise agreed between the Parties, the Client is responsible for, and shall bear all costs associated with, obtaining necessary permits and insurance coverage required for the Services.

3.2 Unless otherwise provided by mandatory law, the Company's liability shall be limited solely to direct damages caused by the Company's negligence. However, such liability shall be capped at an amount equal to the total price paid for the Services.

3.3 Unless otherwise provided by mandatory law, the Company shall in no event be liable for indirect damages, such as loss of profit, loss of production, costs incurred in procuring alternative service providers, or other indirect costs or losses.

3.4 If the Company's ability to fulfill its obligations is prevented or materially hindered due to circumstances beyond the Company's reasonable control, including but not limited to war, natural disasters, power outages, fire, pandemics, government interventions or decisions, and strikes, such circumstances shall relieve the Company from performing its obligations and from penalties for failure to fulfill a specific obligation (a "Force Majeure Event"). If the Company invokes a Force Majeure Event, the Company shall notify the Client thereof without undue delay.

3.5 Unless otherwise provided by mandatory law, the Company accepts no liability for any portions of the Services provided by external third parties.

4. Right of Withdrawal

Pursuant to the Swedish Distance and Off-Premises Contracts Act (2005:59) (the "Distance Contracts Act"), you have the right to withdraw from your purchase of the Services within fourteen (14) days from the date a binding agreement regarding the Services was concluded.

4.2 If the right of withdrawal is exercised after performance of the Services has commenced, the Company shall be entitled to compensation for the portion of the Services performed up to the time the Client gave

notice of withdrawal. Compensation shall be calculated proportionally based on the agreed total price. The Client acknowledges and agrees that they shall have no right of withdrawal if the Services have been fully performed, provided that the Client explicitly consented to the commencement of performance and acknowledged that the right of withdrawal would be lost upon full performance of the Services.

4.3 If you wish to exercise your right of withdrawal, you must send a clear notification to that effect to the Company. Such notification must be sent in writing via email to info@timelessmoments.se. The Client may also choose to use the standard withdrawal form issued by the Swedish Consumer Agency (*Konsumentverket*), as set out in **Appendix 1** to these Terms.

4.4 If the Client exercises their right of withdrawal within the timeframe specified above, any reimbursement shall be processed without undue delay and no later than fourteen (14) days from the date on which the Company was notified of the Client's decision to withdraw from the agreement.

5. Amendments and Cancellation of Services

5.1 Any modifications or amendments to an ordered Service require the Company's written consent to be valid. Modifications to the Services may incur additional costs for the Client.

5.2 Applicable terms and conditions for the cancellation of ordered Services are specified in the quotation provided by the Company or in a separate written agreement executed between the Parties.

6. Complaints and Claims

6.1 The Client has the right to file a complaint regarding the Services in accordance with applicable consumer protection law. The Client may only invoke defects in the Services if written notification is provided to the Company within a reasonable time after the Client discovered or should have discovered the defect. When assessing a claim, consideration shall be given to whether earlier notification would have allowed the Company to remedy the defect.

6.2 To submit a complaint, the Client must send written notice to info@timelessmoments.se or by mail to Fäbodvägen 62, SE-774 67 Horndal, Sweden.

7. Personal Data

7.1 We process your personal data in accordance with applicable legislation. Detailed information regarding the Company's collection, processing, and use of personal data can be found in the Company's Privacy Policy.

8 Governing Law and Dispute Resolution

8.1 Any dispute between the Parties shall primarily be resolved amicably through mutual discussions.

8.2 The Client may contact the Swedish National Board for Consumer Disputes (*Allmänna reklamationsnämnden – ARN*) to seek an advisory ruling on a dispute. This can be submitted online at <https://www.arn.se/> or by mail to ARN, Box 174, SE-101 23 Stockholm, Sweden.

8.3 If a dispute regarding the interpretation or application of these Terms and related legal matters cannot be resolved in accordance with the above, the dispute shall ultimately be settled by Swedish general courts.