

Terms and conditions

Company information

EYVI Atelier hair jewels

Address: Sthlm FAGR, Linnégatan 28, 11447 Stockholm

Mail: info@eyviatelier.com

Phone no: +46 739854862

Delivery

We strive to send the order within 1-3 business days in Sweden and 3-5 business days outside Sweden/EU. We kindly inform you that in busy periods, like holidays, we can have an extended delivery time.

As soon as your order and payment is registered you will receive a mail with your order confirmation and a tracking number.

In case of delays, backorders or sold out items we strive to inform you asap to find a solution. Fx return your payment or help you find a corresponding product.

We offer free shop delivery with DHL or Postnord on all swedish orders over 499,- SEK. For orders under 499,- SEK, we charge SEK 49,- for international shipping cost

For outside SWEDEN, we offer delivery with DHL from 99,- SEK to 350,- SEK

Shipping to a post shop: Please remember to pick up your package within 5 working days at your chosen parcel shop, otherwise the package will be returned to us and we can charge the shipping costs on the customer.

Price error:

If a price obviously is incorrect and you fairly should have discovered this, we are not obligated to sell the product at the wrong price.

Returns & Right of cancellation

As a consumer, you have a 14 day right of withdrawal when you shop with us.

The cancellation period expires 14 days after the day you received your item.

The deadline means that you have 14 days from receipt to regret your purchase. You can email us if you want to cancel your order info@eyviatelier.com You cannot cancel the purchase by refusing to receive the item without also notifying us.

You must pay for the package to be returned, as we do not make return labels. Please remember to buy a returnlabel with tracking informations.

We only accept packages that are sent directly to our address.

You are responsible if damage occurs during transport. Please be sure to pack your items in correct and proper packaging without using the original packaging as outer packaging.

You cannot cancel the purchase by refusing to receive the goods, unless you inform us at the same time.

If you want to return part of your order:

*If you have purchased multiple items from us, you have the opportunity to send one or more items back, even if they are purchased in one order. **Note** that you do not get the shipping costs back if you regret some of your purchase.*

No right of withdrawal:

These agreements cannot be undone:

- Delivery of goods that are made to your specifications or have a clear personal touch.*

The condition of the item when you send it back:

If the item has lost value and it is because you have used it in a different way than what was necessary to determine the item's nature, properties and the way it works, you can only get part of the purchase amount back. The amount you can get back depends on the commercial value of the item, and in some cases it may mean that you can only get the shipping costs back.

We recommend that you send the item back in the original packaging. If the original packaging is missing, it may lead to a decrease in the value of the item.

Refund of the purchase amount:

If you regret your purchase, you will get your money back. If the item is impaired, we will deduct the amount you are liable for.

We will refund all payments received from you, including delivery costs in DK (however, this does not apply to additional delivery costs in cases where you have chosen a different form of delivery than the cheapest form of standard delivery that we offer), no later than 14 days from the day we have received your message that you want to cancel the agreement.

We will refund the money with the same means of payment that you used at the time of purchase, unless we have agreed otherwise.

We may hold back the payment until we have received the article, unless you send documentation that you have returned it.

Return address: EYVI ATELIER - Sthlm FAGR, Linnégatan 28, 11447 Stockholm Sweden

Remember the shipping costs of returning is covered by the buyer.

We only accept packages that are sent directly to return addresses.

The amount will be refunded to the account the item was purchased from.

Right of complaint

When you shop with us as a consumer, the rules of the Purchase Act apply to purchases of goods.

This means that you have a right to complain within 24 months. Please contact us before you return the article. If your complaint is justified, it means that you may either have the item repaired or replaced, or your money refunded, or a reduction in the price, depending on the specific situation.

You must complain within a "reasonable time" after you have discovered the error. If you complain within two months after the error is discovered, the complaint will always be timely.

If the complaint is justified and approved by us, we will send you a return label by mail, that you can place on the parcel and ship back to us. The item must always be sent back in proper packaging.

We recommend that you send an email to info@eyviatelier.com with pictures of the standard product(s) and your order number.

Send the article to- Return address: EYVI ATELIER - Sthlm FAGR, Linnégatan 28, 11447 Stockholm Sweden

We will only accept packages sent directly to this address.

When you return the article, please attach a detailed description of the problem.

Right of appeal

If you as a consumer want to complain about your purchase, please contact: info@eyviatelier.com or phone no: +46 739854862

To complain about goods or services, the goods or services must have a value between 1000SEK and 100.000 SEK. If the goods you want to complain about are clothes or shoes the value must be at least 800 SEK. A fee will be charged.

When you buy from an e-market webshop, you can have your case tried free of charge – regardless of the amount of the goods or services complained about. If you live in an EU country other than Sweden, you can complain to the EU Commission's online complaint portal here - <http://ec.europa.eu/odr>

Personal data policy

We need the following information when you shop with us:

Name, address, phone no. and email address.

We register and pass on the personal information that is necessary to be able to deliver the item to you.

The personal information is registered with EYVI Atelier and stored for five years, after which the information is deleted.

In addition, we collaborate with a number of other companies that store and process data. Companies process information solely on our behalf and may not use it for their own purposes.

We only work with data processors in the EU or in countries that can provide your information with adequate protection.

The data responsible for the web shop is EYVI Atelier.

You have the right to be informed of what information we process about you.

If you believe that the information is inaccurate, you have the right to have it corrected. In some cases, we have a duty to delete your personal data if you request it. It can e.g. be if your data is no longer necessary for the purpose for which we were to use it. You can also contact us if you believe that your personal data is being processed in violation of the law. You can write to us at: info@eyviatelier.com

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