

EDIT ORDER AND ORDER CANCELLATION

You can cancel or edit your order within the order time frame. Orders will be locked at the order deadline and cannot be changed. If you need to cancel your order after the deadline, we will charge you 35% of the order value. Once your order has been picked and packed, you cannot cancel or return the goods. We will then charge you the full amount. We will inform you through an email when the order has been picked and packed.

PRODUCTION LIMITATION

In the case of orders involving very low quantities of a single style or design, we may cancel such product(s) due to production limitations. We will inform you shortly after the order deadline if this applies. Please note that it will not be possible to edit your order due to these cancellations.

FREIGHT COSTS

We will only add freight costs for areas not accessible by truck (land transportation).

VAT AND DUTY

The prices shown exclude VAT and other costs. If your store is within the EU, you will need a valid VAT number to place an order. Other retailers outside the EU do not need to register their VAT numbers. We will add VAT to your invoice if your store is in Sweden only.

If your store is outside the EU, you will need to pay import duty and import VAT at the delivery time.

Example UK. For the UK this would be approximately 10% duty and 0% VAT on children's clothing but 20% on adult clothes. The duty and VAT will be billed by DHL to you directly.

CURRENCY

We use different currencies depending on the location of your store. The ordering page will show which currency is connected to your store. The available currencies are:

EUR | GBP | SEK

CREDIT STATUS

We have three (3) levels of credit status (A-C), which will be assigned to you based on your payment record.

- A. Credit of 30 days
- B. 35% of the order value must be paid at the time of order. The balance (65%) is due 30 days after the invoice date (30 days credit)
- C. Your account is blocked

In the table below, you will find how your credit status will change based on your payment capabilities.

Credit	UPGRADE	DOWNGRADE
A	Your credit status will be upgraded to "A" if you have cleared your payment plan with us.	-
B	Your credit status will be upgraded to "B" if you have cleared your debt collection balance.	Your credit status will be downgraded to B if you need a payment plan with us.
C	-	Your credit status will be downgraded to "C" if you are on debt collection.

The credit status is valid for all orders with us, so any orders you have already placed with us, which still need to be delivered, will be subject to the new credit status. **If your account is "C" at the time of your next delivery, your order will be cancelled with a cancellation fee of 35%.**

PAYMENT REMINDER PROCESS

The payment reminder process is described below:

DAY	ACTION
1	Universal Release Date (URD)
30	Due date
31 (1 day overdue)	Reminder 1
37 (7 days overdue)	Reminder 2
44 (14 days overview)	Reminder 3
51 (21 days overdue)	Warning Debt Collection (Payment Plan offer)
58 (28 days overdue)	Debt Collection

RECOMMENDED RETAIL PRICE

Maxomorra recommends that retailers maintain the recommended retail price (RRP). By doing this, we will be able to grow and develop as a brand, and long term, this will benefit all of us.

DELIVERY

We will strive for delivery at the midpoint of each delivery month, but due to deviations in the supply chain process, we may also deliver at the beginning or at the end of the month. We will keep you updated when we get closer to the time of delivery.

UNIVERSAL RELEASE DATE

You may only start selling the collection at the universal release date (URD). The date will be determined around one week before delivery and communicated to you by your sales agent. This means that you cannot start to sell the collection before the URD, even though you have received your goods. We will strive to make the time between your delivery and the URD as short as possible.

MISSING PARCELS

You must report missing parcels from your order within two (2) days of delivery.

MISSING ITEMS

You must report missing items to us within two (2) weeks. We cannot send you any missing items, incorrect sizes, or similar deviations from your order, but we will credit the invoice accordingly.

PRODUCT QUALITY

Deviations in product quality can be claimed within 12 months. You can make any such claim on our website. Please note that if a consumer wants to return and claim for an item, they must do so through your store. You can, after that, claim us.

CREDIT NOTE AND ALLOCATION

Once we have approved your claim, we will issue a credit note, allocate the credit note to your oldest unpaid invoice and send you an updated statement. Please note that you cannot allocate the credit notes yourself. If you do not have an unpaid invoice with us, we

will allocate your credit note with your next invoice. Please always check your latest statement before paying us to avoid unnecessary overpayment or underpayment. **Please refer to your customer portal for the latest payment update on your invoices.**

POLICY PICTURES AND VIDEOS

We have a strict policy about sharing our pictures and videos on social media or with consumers. You must not share any pictures or videos earlier than one week before the URD.

MARKETING MATERIALS B2B

Maxomorra catalogues, lookbooks, and other B2B marketing material must not be shared with consumers.

SELLING TO OTHER COUNTRIES

Due to local labelling and product safety regulation, you must only sell to countries where Maxomorra is present (please refer to the table below).

COUNTRY
EU
CH
UK
IC
NO
IS

VENUE AND CHOICE OF LAW

Any dispute between the parties must be settled by the Courts of Law in Sweden (Göteborgs Tingsrätt). All questions regarding legal matters must be decided in accordance with the legislation where the Courts of Law are situated.