



Conditions of Purchase

We accept the following credit and debit cards: American Express, Mastercard and Visa. All prices are in Swedish krona (SEK). NETS handle all purchases. Every purchase will include a valid VAT receipt. VAT exemption applies for all countries outside of the European Union, and includes Iceland, Liechtenstein, Norway, and Switzerland.

Delivery Information

Arkitektur Förlag AB use PostNord or DHL as shipper, providing door-to-door delivery or collect delivery. Delivery time from order placement to receipt of order is 2-7 working days within Sweden, and 3-20 working days worldwide.

Order Confirmation

Directly after placing an order with Arkitektur Förlag AB, you will receive an order confirmation by e-mail. When the order has been processed and sent, you will receive a second e-mail containing your receipt. For tracking information, please contact us on: order@arkitektur.se.

If we are unable to fulfil your order due to availability issues, or other difficulties you will be refunded immediately.

Return Policy

You have the right to cancel the purchase (the contract) by returning goods within fourteen (14) days from the purchase date. The goods must be returned in perfect condition. Shipping charges of returns are at your expense, as well as custom duties.

When returning goods, please note that you are responsible for the condition of the goods, until they have reached us. Make sure to wrap the goods carefully, to avoid damages in transit.

Before returning your goods, you need to send an e-mail to order@arkitektur.se. You will then receive return instructions by e-mail. Please, do not send items without contacting us first. It may lead to delayed handling and refunding.

Refunds will be effectuated within 30 days of receipt of the goods, it doesn't include your return charges. Refund will be credited to the credit card used in the transaction.

Refusing to accept delivery of your order is not the same as cancelling the purchase. You will be charged a handling fee of 30 EUR, apart from the delivery and return charges.

Customer Service

If you have any questions please send us an e-mail, order@arkitektur.se. We will reply Monday-Thursday 10 am to 3pm (CET/GMT +1 hour), except holidays.

Arkitektur Förlag AB, Box 5027, 102 41 Stockholm

Organisationsnummer: 556026-6602

Tel: 08-702 78 50, E-post: info@arkitektur.se and order@arkitektur.se