

# Salgs- og Handelsbetingelser for My Digital Pixel

## 1. Virksomhedsoplysninger

- Official Company Name: My Digital Pixel
- CVR-nummer: 45893472
- Adresse: Høje Taastrup Boulevard 88C, 2. 4
- E-mail: mydigitalpixel@gmail.com
- Telefon: +45 91109901

## 2. Parterne

These terms govern the agreement between:

- **Sælgeren (The Seller):** My Digital Pixel (CVR: 45893472)
- **Kunden (The Customer):** The individual or company who places an order for photography/videography services or digital/physical products.

## 3. Betalingsbetingelser

- All prices are listed in Danish Kroner (DKK) and include Danish VAT (moms).
- **A non-refundable deposit of 30% of the total quote is required to secure your booking date. The booking is not confirmed until the deposit is received. This deposit is non-refundable and serves to compensate for the loss of other potential bookings for your date.**
- The remaining balance is due no later than 7 days prior to the event/shoot date, or upon delivery of the final products, depending on the service agreement. Access to final deliverables will be withheld until full payment is received.
- Payments are accepted via MobilePay, bank transfer, or other agreed-upon methods.

## 4. Leveringsbetingelser

- **For Services (Photography/Videography):** We will deliver the final, edited high-resolution images and/or video files via a digital download link to the email provided by the customer.
- The estimated delivery time for final products is typically [e.g., 4-6 weeks] after the event/shoot. This is an estimate and not a guaranteed deadline. The customer will be notified of any significant delays.

## 5. Fortrydelsesret

- **For Services:** According to § 18 of the Consumer Agreements Act, the customer has a 14-day right of withdrawal if the service has not been fully performed. **By booking a specific date, the customer explicitly agrees that the service can begin before the 14-day withdrawal period expires.** Once the service (the photoshoot/event coverage) has been fully performed, the right of withdrawal is lost. Therefore, the deposit is non-refundable as the service (reserving your time and date) has already been provided.
- **For Digital Content (e.g., delivered photos/videos):** If the digital content is delivered before the 14-day withdrawal period ends and the customer has explicitly consented to this and acknowledged the loss of their right of withdrawal, they cannot withdraw from the purchase.

## 6. Return Policy

- Given the custom and digital nature of our work, we do not offer returns or refunds on services or delivered digital files once they have been accepted by the customer.

## 7. Reklamationshåndtering

- We strive for the highest quality. If the customer is not satisfied with the delivered work, they must submit a written, specific complaint via email to [mydigitalpixel@gmail.com](mailto:mydigitalpixel@gmail.com) within 14 days of receiving the final deliverables.
- The complaint must include a detailed description and, if possible, examples (e.g., screenshots) of the issue.
- We will investigate the complaint and respond within a reasonable timeframe. If the complaint is justified, we will offer a solution, which could be re-editing the work, a partial refund, or a full refund, depending on the circumstances.

## 8. Konfliktløsning

- We aim to resolve any disputes amicably through direct communication.
- If an agreement cannot be reached, the customer can file a complaint with:
  - **The Danish Competition and Consumer Authority's Complaints Board (Forbrugerklagenævnet):**
    - Carl Jacobsens Vej 35
    - 2500 Valby
    - Website: [www.forbrug.dk](http://www.forbrug.dk)
- The laws of Denmark shall apply to any dispute.