

## TERMS & CONDITIONS PERSONAL STYLING SESSION

Use Less v/Signe Hansen Glud  
H P Hanssens Gade 42  
6200 Aabenraa  
TAX NO.: 39830663

("the company")

### 1. Summary of service

The company offers a service conducted either via an in-person meeting or online via Zoom. These terms apply between the individual client and the company. Only people who are 18 years or older can enter an agreement with the company regarding the service provided. These terms constitute the agreement made between the company and the client.

**By booking a session the client automatically agrees to the following terms.** If the client disagrees to the terms, the client is kindly asked to cancel any booking made on the company's website to: useless\_dk@outlook.dk.

### 2. Definitions

The service is based on personal styling advice within fashion, including wardrobe analysis, colour analysis, personal shopping and similar. The service may take place either online or in person (the latter is only available for Danish citizens). The service is based on the company's many years of experience within the fashion industry, including designing clothing collections and a certificate within Stylecoaching obtained through Stylewise Academy in Copenhagen.

### 3. Fees & payments

Fees for the final service must be paid by the customer in accordance with the applicable price list available on the company's website. The payment will be charged via an invoice by the end of the service for in-person meetings (Danish citizens) and immediately for sessions conducted virtually. The customer pays by bank transfer. The client agrees to have sufficient funds available for payment by the payment date. Additional fees in accordance with Danish law will be imposed in the event of non-timely payment.

### 4. Refunds

As the service includes personal advice, the company is not subject to offering refunds. Refunds are therefore **not** part of this agreement. However, to ensure that the service lives up to the

client's expectations, the client is encouraged to reach out to the company with any questions prior to booking to ensure the session will meet the client's needs.

If the client wishes to cancel a booking this should be done **no later than 24 hours** prior to a session. If the client fails to meet this requirement a cancellation fee of 25% of the original amount will be charged, to cover preparation costs. If the client simply wishes to reschedule an appointment no extra fees will be charged.

## 5. Customer/client privacy policy

The company **does not** resell personal information and does not pass on your personal information to others. They are only registered in the customer directory for reference. The client may request to have their personal information removed at all times.

In order for the client to enter into an agreement with the company, the following information is needed:

- Name
- Address
- Phone number
- E-mail address

The personal information is registered with the company and stored for up to five years, after which the information will be deleted. When collecting personal information via the company's website, it is ensured that it always happens by submitting the client's explicit consent, so that the client is informed exactly what information is being collected and why. The data manager within the company is: Signe Hansen Glud. The company does not store and transmit customer information encrypted. As a registered client, you always have the right to object to the registration. You also have the right to know what information is registered about you. These rights apply according to the Personal Data Act.

## 6. Complaints

In the event of a complaint, the company's e-mail address must be stated: useless\_dk@outlook.dk and the website on which you purchased the service. A (Danish) complaint about a product or service can be filed with: Center for Klageløsning, Nævnenes Hus, Toldboden 2, 8800 Viborg. You can file a complaint through this link:

<https://kpo.naevneshus.dk/Public/Home/ChooseLoginProvider?returnUrl=https://kpo.naevneshus.dk/External>.

For other EU citizens complaints must be sent via the EU Commission's online complaint platform: ec.europa.eu