

TERMS & CONDITIONS PERSONAL STYLING SESSION

Use Less v/Signe Hansen Glud
Haderslevvej 1, 1. th
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: bookings@uselesswardrobe.dk no later than 24 hours prior to a session (if you wish to cancel your Express Colour Analysis it must be done so within 24 hours after booking)

2. Definitions

The service is based on personal styling advice within fashion, including wardrobe and style analysis, colour analysis, personal shopping and similar. The service may take place either online or in person (the latter is only available for Danish residents). The service is based on the company's many years of experience within the fashion industry, including designing clothing collections and a certificate granted within Style coaching obtained through [Stylewise Academy](#) in Copenhagen, as well as a colour consultant certificate obtained through [Colour Me Beautiful](#).

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. All prices are incl. VAT. The payment will be charged immediately when a booking is completed. For physical sessions payment happens when the session comes to an end, either via bank transfer or via a payment link.

4. Refunds

As the service includes 1:1 coaching, the company is not subject to offering refunds when a consultation has already taken place. 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.

If you wish to cancel your **Express Colour Analysis** it must be done so within 24 hours after booking. Refunds after a conducted analysis is not possible and may only ever be offered on a case-by-case basis.

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 Klagekløsnng, 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