

Terms Trade

Publisher

Kanpla ApS.

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1. DEADLINE FOR ORDERS

The canteen sets a deadline for placing orders and cancellations.

2. QUANTITY

The canteen is responsible for the production and fulfillment of the placed orders. The canteen may have limited capacity and is therefore entitled to impose restrictions on the number of orders and to announce sold-out status before the above-mentioned deadline for orders expires.

3. RIGHT OF WITHDRAWAL

Once the deadline for orders has expired, it is not possible to cancel the purchase.

4. USER ACCOUNT

Placing orders with Kanpla requires the creation of a user account. A created user account that remains inactive for 12 months from its creation will be automatically deleted, and inactive user accounts will be automatically deleted after 3 years. By creating a user account, you also accept that Kanpla will send confirmations of payments and refunds via email, as well as in the case of requesting a password change or a change of email address.

5. PAYMENT

Payment for orders is made by deducting the purchase amount from the user account balance. An order can only be confirmed if the user account has been topped up with an amount corresponding to the number of orders desired.

Kanpla ApS. accepts payment with Dankort/VISA-Dankort, VISA, VISA Electron, Mastercard, and Mastercard Debit. The payment is debited from the payer's account at the same time as the payment is confirmed.

All amounts are in DKK and include VAT.

Kanpla ApS. uses an approved payment server that encrypts all card information with SSL (Secure Socket Layer) protocol. Therefore, the provided information cannot be intercepted.

If payment cards are used for top-up, any remaining amounts in a user account will be refunded one year after the top-up. When refunding the remaining balance to a user, Kanpla Ltd. will deduct 1% of the refund amount, with a minimum of 10 DKK per refund ("Refund Fee"). The user accepts that Kanpla ApS. offsets the Refund Fee against the payment to the user.

6. LIABILITY

Kanpla acts solely as an intermediary between the canteen and the users. Kanpla is not responsible for any liabilities arising from the negligence or intentional misconduct of the providers and the canteen.

7. DATA POLICY

Please refer to Kanpla's privacy policy.

8. IMAGES

The images on the platform may come from third parties. There is no guarantee that the delivered product will resemble the one depicted in the image. The delivered product will, to the best of our ability, match the name and description. If this is not the case, it is a matter between the cafeteria and the user, as Kanpla is not involved in the production of the food.

9. SECURITY

Misuse of user accounts, including misuse of passwords, is not the responsibility of Kanpla.

10. CHANGES TO OUR TERMS AND LATEST UPDATE

Our terms and conditions are regularly updated. By using the platform, you accept to be bound by the applicable terms and conditions at any given time. The last update was made on October 5, 2020.