

Terms and conditions for purchasing tickets, goods and memberships on ARKEN's webshop.

1) Application of Terms and Conditions

These terms and conditions apply for the purchase of tickets, goods and memberships on ARKEN's webshop, shop.arken.dk

2) Company Information

Supplier:

ARKEN Museum of Modern Art
Skovvej 100
2635 Ishøj

CVR: 17837605

3) Payment

ARKEN Musuem of Modern Art accepts the following credit cards: VISA-Dankort, VISA and MasterCard. You will not be charged until your goods are dispatched. All prices are in DKK (Danish Krone) and include taxes and Danish VAT.

At ARKEN Webshop, we guarantee a safe and secure online shopping experience. Our safety protocol SSL (Secure Socket Layer) ensures that your payment information is encrypted and indecipherable to others during the processing of your order. The payment information entered during checkout will be secured when transferred from your computer. You will know that the encryption process is active once a yellow padlock appears in the lower right corner of your internet browser. Go to www.PBSINT.dk to see how payment made with SSL is completed.

Payment made on the ARKEN Webshop is facilitated by Adyen.

4) Delivery

Tickets:

Orders completed on the ARKEN Webshop will be sent to the email address entered during checkout. The ticket's barcode is scanned by ARKEN's entrance staff.

You may produce your ticket on a smartphone or bring it with you as a printout.

Goods:

Once you have made your purchase on ARKEN's webshop, you will receive an order confirmation by email. Estimated delivery time is 5-7 business days. Please note that orders are not dispatched Saturday to Monday as the administration is closed. ARKEN cannot guarantee that all items are in stock. A shipping cost based on the weight of the order is added at check out. Shipments will be distributed by PostNord. ARKEN Webshop does not ship internationally on an ordinary basis. For international orders, please contact billetter@arken.dk to request a shipping quotation.

Memberships:

Once you have made your purchase on ARKEN's webshop, you will receive a voucher by email. You must produce this voucher at your next visit to ARKEN in exchange of a membership card. The card is personal and cannot be used by anyone but the cardholder. As such, the membership card cannot be lent or transferred to other people. If the membership card is used by anyone but the cardholder, it may be confiscated, and ARKEN may claim an entrance fee.

Membership is valid from the date of purchase and will expire after 1 year.

By choosing 'automatic renewal', your membership will be renewed at the time of expiration. You may change this at any time during your membership term by adjusting your settings online at www.arken.dk, or by emailing KLUB ARKEN at klubarken@arken.dk.

Presenting your membership card in ARKEN SHOP and ARKEN CAFÉ generates a 10% discount.

Go to www.arken.dk to view all membership privileges. A record of your membership acquisitions will be saved in order to analyse your purchases. The information is never passed on to third-parties.

5) Returns and Right of cancellation

You have the right of cancellation for no reason within 14 days of your purchase.

Tickets and membership cards must be unused in order to be cancelled. To practice your right of cancellation, you must notify us in an unambiguous statement (e.g. by letter or email). The right of cancellation is observed if you forward your notification before the right of cancellation expires.

Direct emails to billetter@arken.dk.

Refunds will be transferred to the credit card used during checkout.

There are no discounts on online tickets. Tickets for ADULTS and STUDENTS can be purchased online. Discounted tickets (from Politiken Plus, COOP, Ældre Sagen etc.) must be purchased at the

museum. ARKEN cannot assume the responsibilities of overdue deliveries due to the buyer's technical errors or inaccurate email address.

All items except online tickets come with a 2-year warranty in correlation with the Danish sales law.

Our warranty applies to material defects and/or fabrication, and not for defects or damages caused by incorrect use of products/services. ARKEN Museum of Modern Art will cover return expenses within the bounds of reason.

In the incidence of a faulty product/service, you may issue a reclamation by emailing billetter@arken.dk with a description of the faulty product/service.

To return something, please contact:

ARKEN Museum of Modern Art

Skovvej 100

2635 Ishøj

COD packages will not be accepted.

6) Complaints

If you ever need to issue a complaint for any part of your shopping experience, please feel free to contact billetter@arken.dk.

In the unlikely event that a problem cannot be solved through us, you can direct a complaint to The Danish Competition and Consumer Authority, Carl Jacobsens Vej 35, 2500 Valby or by visiting www.forbrug.dk.

Complaints may also be directed at the EU Online Dispute Resolution (ODR). This is especially significant for non-Danish consumers in the EU. Complaints must be directed through <http://ec.europa.eu/odr> and it must cite our email address: billetter@arken.dk.

7) Online sales: Responsibilities and existing rules and regulations

Responsibilities of online sales of day tickets and membership cards at ARKEN's webshop, www.shop.arken.dk, is subject to Danish law.

Online purchases are subject to the rules and regulations of the Danish marketing laws, laws of consumer agreements, and the Danish laws of common rules regarding reciprocal agreements.

8) Privacy Policy

Go to <https://www.arken.dk/arkens-persondatapolitik> to read ARKEN's existing guidelines regarding the handling of personal data.