These terms and conditions apply when you make a purchase at molo.com, thereby entering into an agreement between you as a private individual and Molo A/S with VAT no. 27229166 and address Rentemestervej 49B, 2400 Copenhagen NV, Denmark ("Molo," "us," or "we").

If you have general questions or need assistance, you are always welcome to send us an email at web-shop@molo.com or call us at +45 88 88 40 40. We are available by phone Monday to Friday from 09:00 AM to 3:00 PM (CET) and will reply within 1–2 business days.

PRICES

All prices are stated in euro and include VAT and taxes.

We reserve the right to change prices from day to day without prior consent.

We reserve the right to partially or fully reject an order if an obvious pricing error has occurred and you reasonably should have noticed it. In such cases, we are not obligated to deliver the product at the incorrect price.

RESERVATIONS

In the event of delays, backorders, or sold-out items, we will strive to inform you as quickly as possible and offer a solution, such as a refund of the paid amount or assistance in finding a similar product.

We reserve the right to partially or fully reject an order in cases of suspected misuse or fraud. Should this occur, we will of course contact you as soon as possible to find a solution.

PAYMENT

You can use the following payment solutions:

- VISA/VISA Electron
- MasterCard
- Maestro
- Amex
- PayPal

Your payment will be processed on a secure and encrypted connection, so your payment information is not accessible to unauthorized third parties. Your payment is secured through our payment partner, and we guarantee that we do not store your payment information on our own server or have access to your payment information at any time.

If you pay with an international payment card, the amount will be reserved immediately. The money is reserved on your card or account until we deduct the amount when we ship the item from our warehouse or when the funds are released according to an agreement with your card issuer.

You can read more about the rules for your specific card from your card issuer.

We do not charge any card fees. The amount will not be drawn from your card account until the goods are dispatched.

DELIVERY

We will send your order from our warehouse in Denmark with GLS. We strive to send all orders as quickly as possible and in the order they are placed. Our usual delivery time is between 2 and 6 business days, but during busy periods, it may take longer. If your order is not dispatched on time, please contact us.

We offer free standard home delivery on all orders above €75.

Please refer to the list below for your destination's estimated delivery times and standard home shipping costs for orders under €75:

- Austria: 2-3 business days, €8
- Belgium: 2-3 business days, €5
- Bulgaria: 5-6 business days, €9
- Croatia: 3-4 business days, €9
- Cyprus: 4-5 business days, €25
- Czech Republic: 2-3 business days, €9
- Estonia: 4-5 business days, €9
- Finland*: 3-5 business days, €5
- France**: 2-3 business days, €5
- Greece: 4-6 business days, €12
- Hong Kong: 3-5 business days, €15
- Hungary: 3-4 business days, €9
- Ireland: 3-4 business days, €9
- Italy: 3-5 business days, €9
- Latvia: 4-5 business days, €7
- Lithuania: 4-5 business days, €9
- Luxembourg: 2-3 business days, €5
- Malta: 3-4 business days, €25
- Poland: 3-4 business days, €9
- Portugal: 4-5 business days, €9
- Romania: 3-4 business days, €9
- Slovakia: 2-3 business days, €9
- Slovenia: 2-3 business days, €9

- Spain**: 3-5 business days, €7

* Delivery to the nearest parcel shop only.

* Mainland only.

Once your order is packed and dispatched from our warehouse, you will receive an email confirming that your order has been dispatched, along with your invoice and track-and-trace details. When your order has arrived at the carrier's distribution centre, you will receive an SMS and email confirming the expected delivery date.

RIGHT OF WITHDRAWAL

As a consumer, you have a 30-day right of withdrawal when you shop with us.

If you have purchased multiple items from us, you have the option to return one or more items, even if they were purchased in one order. Please note that we do not refund shipping costs when you cancel part of your purchase.

The withdrawal period expires 30 days after you receive your goods. If you have ordered multiple different items in one order but they are delivered separately, the deadline runs from the day you receive the last item.

The deadline means that you have 30 days from receipt to notify us that you want to cancel your purchase. You can send an email to webshop@molo.com or return your purchased items as described below. You can also use the standard withdrawal form provided at the end of these terms and conditions, but it is not mandatory.

You cannot cancel the purchase by refusing to receive the item without also notifying us. For unclaimed packages returned to us, we reserve the right to charge a return fee to cover our costs.

RETURNS

Return the items without undue delay, and no later than 14 days after notifying us that you wish to cancel your purchase. If the last day for exercising the right of withdrawal falls on a holiday, a Saturday, Sunday, December 24th, or December 31st, the deadline is extended to the following working day.

You may fill out the return form enclosed with your package to help us process your return smoothly. Return the items to us via a carrier of your choice. Please ensure that packages are delivered directly to our warehouse at Molo A/S, Traneholmvej 2, 2680 Solrød Strand, Denmark. Please avoid sending packages cash on delivery, to parcel shops, or without delivery, as these will be returned unclaimed.

Please note that all shipping costs are your responsibility, and you will be held liable if the package or any items are damaged during transport.

EXCHANGES

If you wish to exchange an item for a different size or product, please place a new order on our website and return the originally received items within 30 days, as described above.

Unfortunately, exchanging or returning items purchased on our website cannot be processed at our physical stores.

CONDITION OF THE ITEM UPON RETURN

To receive the full purchase amount upon return, you must test the item as if you were trying it on in a physical store. If the item has lost value because you have used it in a way other than what was necessary to determine the nature, characteristics, and way it works, you can only get part of the purchase amount back. The amount you can get back depends on the commercial value of the item, and in some cases, it may mean that you can only get back the shipping costs.

Therefore, we recommend that all items are returned in the same condition as you received them. This means that the items must not be damaged, dirty, washed, altered, or used (for anything other than trying them on), and that all price tags and labels are intact if you want to be sure to get all your money back.

We recommend that you return the item in its original packaging. If the original packaging is missing, it may reduce the value of the item.

REFUND

If you regret your purchase, you will get your money back. If the item has decreased in value, we will deduct the amount for which you are liable.

We refund all payments received from you, including delivery costs, no later than 14 days from the day we received your notice that you wish to cancel the agreement. However, this does not apply in the following cases:

- If you only want to return parts of your order, we will not refund any delivery costs.
- If you have chosen a delivery method that is more expensive than the cheapest form of delivery we offer, you will not be refunded the additional cost.

We refund the money with the same payment method that you used for the purchase, unless we have agreed otherwise.

We may withhold payment until we have received the item, unless you provide us with documentation that you have returned it.

WARRANTY CLAIM

When you shop with us as a consumer, the rules of the Danish Sale of Goods Act apply to your purchase. This means that you have a warranty claim for 24 months from the time of delivery.

If your complaint is justified, it means that you can either have the item repaired, exchanged, refunded, or receive a reduction in price, depending on the specific situation.

You can complain by contacting us within a reasonable time after you have discovered the error. If you contact us within 2 months of discovering the error, your complaint will always be timely. If it is a case of shipping damage, we recommend that you notify us as soon as possible in any case.

We ask you to provide as detailed information as possible about what the problem is and possibly submit pictures of the error. If we need to examine the item, it must be sent to:

Molo A/S

Traneholmvej 2

2680 Solrød Strand

Denmark

The item must be sent in appropriate packaging.

If the complaint is justified, we will of course also refund your reasonable and necessary shipping costs. Therefore, keep your receipt.

COMPLAINT OPTIONS

If you as a consumer wish to complain about your purchase, you must contact us at webshop@molo.com. If we are unable to find a solution, you can submit a complaint to the EU Commission's online complaint portal here: https://ec.europa.eu/odr. When submitting a complaint, please provide our email address: webshop@molo.com.

You can also send a complaint to Nævnenes Hus, Toldboden 2, DK-8800 Viborg. To complain about goods or services, the goods or services must have a value between 1.220 DKK and 100.000 DKK. If the goods you want to complain about are clothes or shoes the value must be at least 790 DKK. A fee will be charged.

PRIVACY POLICY

In order for you to enter into an agreement with Molo A/S and shop on our website, we need the following information about you:

- Your name
- Your address
- Your delivery address
- Your email address
- Your telephone number
- The IP address from which you are shopping

The information is stored for 5 years from the end of the fiscal year to which the information relates, cf. section 10 of the Bookkeeping Act, after which the information is deleted.

We process your personal information for the purpose of delivering the item to you and for handling inquiries regarding your purchase.

We only transfer your personal data to our carriers in connection with delivery. If necessary, we transfer personal data to relevant suppliers who store and process data. The companies process information solely on our behalf and may not use it for their own purposes.

We only cooperate with data processors in the EU or in countries that can provide your information with sufficient protection.

Molo does not transfer, sell, or otherwise make your personal information available to other third parties.

We only use your email address as part of the completion of your order. If you wish to receive our newsletter, it requires specific consent from you. See our privacy policy for further information.

The data controller for the collection, processing, and use of your personal data on our webshop is Molo A/S, Rentemestervej 49B, 2400 Copenhagen NV, VAT no. 27229166.

You have the right to be informed about what information we process about you. If you believe the information is inaccurate, you have the right to have it corrected. In some cases, we are obliged to delete your personal data if you request it. For example, if your data is no longer necessary for the purpose for which we were to use it. You can also contact us if you believe that your personal data is being processed in violation of the law.

STANDARD WITHDRAWAL FORM

This form is only to be completed and returned if the right of withdrawal is exercised.

To: Molo A/S, Traneholmvej 2, 2680 Solrød Strand, Denmark, webshop@molo.com

I hereby announce that I wish to exercise the right of withdrawal in connection with my purchase agreement regarding the following items:

Ordered on:

Received on:

Consumer's name:

Consumer's address:

Consumer's signature:

Date:

The terms and conditions were last updated on 02.10.2025.

LEGAL NOTICE

Following articles R. 541-167 of the French Environmental Code and our obligation related to the Extender Producer Responsibility (ERP) law, we hold the following unique identifiers: Refashion: Textiles: FR291811_11TSNR and CITEO: Packaging: FR291811_01SOSS.