Among Makers - Terms & Conditions for Buyers

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These Terms and Conditions (the “Buyer Terms” or “Terms”) apply when you create an account or purchase products through the Among Makers marketplace operated by Bopa AB, organisation number 559530-4949, trading as Among Makers, with registered address c/o Studio 5, Grimsbygatan 24, 211 20 Malmö, Sweden ("Among Makers", "we", "us" or "our").

By placing an order, you confirm that you have read and accepted the version of these Terms presented to you at checkout. If you do not accept these Terms, you must not place an order or use any feature that requires acceptance of them.

These Terms do not exclude or restrict any rights that cannot lawfully be excluded or restricted under applicable consumer law.

1. Definitions and scope

In these Terms:

- "Buyer" or "you" means the person placing an order or using the Platform.
- "Business Seller" means a Seller acting for purposes relating to its trade, business, craft or profession.
- "Private Seller" means a Seller who has stated that they are not acting for purposes relating to a trade, business, craft or profession.
- "Product" means a physical product advertised for sale through the Platform.
- "Platform" means the Among Makers website, checkout, account areas and related marketplace services.
- "Seller" means the person or business identified as seller on the Product page, at checkout and in the order confirmation.

Among Makers currently facilitates purchases from approved makers and designers in Sweden, for delivery to the selected countries or territories made available at checkout. Available destinations may change.

The Platform is intended primarily for consumers buying for personal use. Business purchases or purchases for commercial resale require the Seller's prior written agreement and may be subject to different legal rules.

2. How the marketplace works

Among Makers operates an online marketplace. When you purchase a Product, two separate agreements are created:

1. a purchase agreement between you and the relevant Seller for the Product and its delivery; and
2. an agreement between you and Among Makers for access to and use of the Platform and the transactional services described in these Terms.

A single checkout may contain Products from more than one Seller. In that case, a separate purchase agreement is formed with each Seller and the Products may be dispatched and delivered separately.

Responsibility summary

Seller	Among Makers	Buyer
Is the legal seller of the Product; provides Product information; sets the price; accepts and fulfils the order; packages and dispatches the Product; remains responsible for delivery risk, conformity, safety, returns, complaints and refunds.	Provides the marketplace, checkout and payment connection through Stripe; arranges the shipping label and freight connection for the Seller; processes approved or legally required refunds; reviews and moderates listings; and may assist with communication and transport claims.	Provides accurate order and delivery information; pays the total shown at checkout; collects or receives the parcel; follows reasonable return and claim instructions; and uses the Platform lawfully.

Among Makers does not manufacture, own or normally sell the Products and is not the Seller merely because it provides the Platform, payment processing or shipping connection. However, nothing in these Terms

excludes any responsibility that mandatory law may impose on Among Makers, including where applicable law treats a marketplace or other business as having mediated a purchase for a Seller.

The Seller's status as a Business Seller or Private Seller is displayed before purchase based on information supplied by the Seller. The legal protections that apply may depend on that status and on mandatory law. The Seller is also contractually required under the Among Makers Seller Terms to follow the buyer-facing rules set out in these Terms.

3. Who may buy and account security

To place an order, you must be at least 18 years old and legally capable of entering into a binding agreement. You must provide accurate contact, billing and delivery information and use a payment method that you are authorised to use.

Guest checkout may be available. If you create an account, you are responsible for keeping your login details secure and for activity carried out through your account. Contact us promptly if you believe that your account or payment information has been misused.

We may refuse, restrict or cancel an account or order where reasonably necessary to prevent fraud, unlawful activity, security risks, abuse of the Platform or harm to another user. Any refund due will be handled in accordance with these Terms and applicable law.

4. Sellers, Products and Product information

Among Makers is a curated marketplace for physical handmade, self-designed, small-batch or creatively upcycled Products made by approved makers or their small teams. The Platform does not permit digital downloads, dropshipping, ordinary resale, vintage resale, mass-produced goods, hazardous or unlawful goods, or other prohibited Products. This is regulated in a separate binding agreement between the Seller and Among Makers.

Product descriptions, dimensions, materials, care instructions, allergens, safety information, dispatch times, prices and photographs are supplied by the Seller. The Seller is responsible for ensuring that this information is accurate, complete, lawful and not misleading.

Because many Products are handmade, minor variations may occur where this is reasonably inherent in the making process and is consistent with the description and photographs. Handmade variation does not excuse a Product that is materially different from the agreement, unsafe, defective or otherwise non-conforming.

All listings are subject to review and approval by Among Makers. We may request changes, reject, suspend or remove a listing that does not meet our curation, quality, presentation, photography, safety or legal standards. Approval or curation is not a certification, guarantee or independent inspection of the Product's quality, authenticity, legality or safety.

The Product page and checkout will identify the Seller and state whether the Seller has declared itself to be a Business Seller or Private Seller. The order confirmation will provide or make available the Seller information relevant to your purchase.

5. Prices, VAT, shipping charges and promotions

The price shown for a Product includes VAT where VAT is legally applicable. A Private Seller may not charge VAT. The applicable price, shipping charge, taxes and any other mandatory charges will be shown before you place the order.

Shipping is charged as part of the purchase from the Seller. Among Makers arranges the shipping label and freight connection for the Seller under Among Makers' carrier agreement. The shipping charge shown at checkout may reflect the parcel size, weight, destination and the Products included in the order.

Your bank, card issuer or payment provider may apply its own currency conversion or other charges where your payment method uses a different currency. Those external charges are not controlled by the Seller or Among Makers.

Discount codes and promotions may be limited by date, Seller, Product, minimum spend, territory or number of uses. They may not be combined unless expressly stated. Misuse may result in cancellation or adjustment before the order is accepted.

If a price or Product information contains an obvious typographical or technical error, the Seller or Among Makers may correct it before the order is accepted. If the error is discovered after acceptance, the order may only be changed or cancelled where the law or the purchase agreement permits. You will never be charged a higher amount without your express agreement.

6. Orders and contract formation

When you submit an order, you make an offer to purchase each Product from the relevant Seller. An automated message confirming receipt of the order does not necessarily mean that the Seller has accepted it.

Unless the checkout or order confirmation clearly states another acceptance process, the purchase agreement is formed when the Seller accepts the order through the Platform, when you receive a confirmation stating that the order has been accepted, or when the Seller dispatches the Product, whichever occurs first.

The Seller may reject an order before acceptance, for example because the Product is unavailable, the delivery address is unsupported, the listing contains an obvious error or there is a reasonable fraud or safety concern. Any amount already collected for a rejected order will be refunded.

Seller-specific information or terms shown clearly on the Product page or at checkout form part of the purchase agreement. They cannot reduce mandatory consumer rights or conflict with these Terms unless the alternative term is more favourable to you or has been expressly and lawfully agreed.

7. Payment processing and refunds

Payments are processed through Stripe. Among Makers does not store your complete card details. Stripe and your payment provider may apply their own terms and security checks.

Payment made successfully through the Platform is treated as payment of the corresponding amount to the Seller. You should not pay a Seller outside the Platform for an order placed through Among Makers unless Among Makers has expressly confirmed a different arrangement.

All refunds for Platform orders must be processed through Among Makers and Stripe to the original payment method, unless you expressly agree to another lawful method. A Seller may not ask you to accept an off-platform refund that would reduce your rights or expose you to additional risk.

After a refund has been initiated, your bank or payment provider may need additional processing time before the amount appears in your account. This does not change any statutory deadline that applies to the Seller or Among Makers.

Nothing in these Terms prevents you from exercising a lawful right to dispute an unauthorised or incorrect payment. Knowingly making a false or fraudulent chargeback is prohibited.

8. Dispatch, delivery and transfer of risk

The available delivery methods, destination restrictions, estimated dispatch time and estimated delivery time are shown on the Product page or at checkout. The Seller must normally dispatch an order within one to four business days after the order date unless a longer dispatch time was clearly stated before purchase, for example for a made-to-order Product.

If the Seller cannot dispatch within the stated period, the Seller must inform you without undue delay, explain the delay and provide an updated expected dispatch date. Delivery estimates are not guaranteed dates unless expressly stated as such.

Where no delivery time has been agreed and mandatory consumer law applies, delivery must occur within the period required by that law. Under Swedish consumer law this is normally no later than 30 days after the agreement was made.

The risk of loss of or damage to the Product remains with the Seller until you, or a third party designated by you other than the carrier, physically receive the Product. This applies to all Sellers as a Platform rule and also where the delivery option or carrier is offered or arranged through Among Makers.

You are obligated to provide a complete and accurate delivery address, name, email address and telephone number and must collect the parcel within the carrier's stated collection period. You are responsible for any

additional costs caused by incorrect information, refusal without valid reason or failure to collect, unless the problem was caused by the Seller, Among Makers or the carrier.

Products from different Sellers, and sometimes Products from the same Seller, may arrive in separate parcels and at different times.

9. Uncollected and undeliverable parcels

Failing to collect a parcel or refusing delivery does not by itself constitute a valid notice that you are exercising a right of withdrawal or cancelling the purchase. You should also send a clear withdrawal or cancellation notice using one of the methods in section 11.

If a parcel is returned because you did not collect it, due to incorrect delivery information or refusal without valid legal reason, the Seller may require you to pay reasonable and documented costs for the return, storage or re-delivery, to the extent permitted by law. Such costs may be deducted from a refund where legally allowed and clearly explained to you.

No such charge will apply to the extent that the non-delivery was caused by the Seller, Among Makers or the carrier, or where charging it would conflict with mandatory consumer law.

10. Right of withdrawal

Purchases from Business Sellers. If you are a consumer purchasing from a Business Seller at a distance, you normally have a statutory right to withdraw from the purchase without giving a reason within 14 days. For Products, the period normally starts on the day after you, or a third party designated by you other than the carrier, receives the Product. If one order is delivered in several parts, the period normally starts after receipt of the final part.

Purchases from Private Sellers. A purchase from a Private Seller does not automatically carry the same statutory consumer rights as a purchase from a Business Seller. However, as a condition of selling on Among Makers, Private Sellers are required to provide a contractual 14-day withdrawal right on the same timing basis described above, subject to the exclusions below. This contractual right does not prevent any stronger mandatory protection from applying where the law treats the purchase as a consumer purchase or otherwise imposes obligations on a marketplace or intermediary.

The right of withdrawal does not apply, to the extent permitted by applicable law, to:

- a Product made to your specifications or otherwise given a clearly personalised character;
- a Product that can deteriorate rapidly or quickly pass its expiry date;
- a sealed Product that is unsuitable for return for health-protection or hygiene reasons after you have broken the seal;
- a Product that, because of its nature, becomes inseparably mixed with another item after delivery; or
- another Product or transaction that is expressly exempt from withdrawal under mandatory law.

A Product is not automatically excluded merely because it is handmade or made after the order is placed. A standard made-to-order Product remains subject to withdrawal unless it was genuinely made to your individual specifications, given a clearly personal character or falls within another lawful exception.

An exception from the right of withdrawal does not remove your rights if a Product is faulty, damaged, unsafe, incorrectly described or otherwise not in conformity with the purchase agreement.

11. How to exercise withdrawal and return a Product

To exercise a right of withdrawal, you must send a clear statement that you wish to withdraw before the 14-day period expires. You do not need to give a reason. You may do this by:

- using the clearly marked withdrawal function made available through the Platform;
- contacting the Seller through the Platform.

If these methods are unavailable, are not functioning correctly, or you are unable to contact the Seller, you may contact Among Makers at support@amongmakers.co. You must identify the relevant order and the Product you wish to return. Among Makers will forward your withdrawal notice to the Seller and may assist with the communication

Where you use the Platform withdrawal function, you will receive a digital confirmation of when the notice was received. A technical failure of the function does not prevent you from using another clear method of notification.

After sending the withdrawal notice, you must send or hand the Product back to the Seller without undue delay and normally no later than 14 days after the notice. The return must be sent to the return address provided by the Seller or through the Platform, not to Among Makers' registered office unless we expressly instruct you otherwise.

Unless the Seller has agreed to pay or mandatory law requires otherwise, you are responsible for arranging and paying the direct cost of return shipping when you simply change your mind. The Seller is responsible for reasonable return shipping costs where the Product is faulty, damaged, incorrect or otherwise non-conforming.

You may inspect a Product to the extent reasonably necessary to establish its nature, characteristics and functioning, similar to what would normally be possible in a physical shop. You should return all parts, accessories and instructions and, where reasonably possible, the original packaging. The right of withdrawal is not automatically lost because packaging has been opened, but the Seller may make a lawful deduction for diminished value caused by handling beyond what was necessary.

You must pack the return with reasonable care, follow any reasonable return instructions and retain proof of dispatch. Under the Platform rules agreed with Sellers, the transport risk for an authorised return remains with the Seller until the returned Product is physically received by the Seller. This does not prevent the Seller from claiming compensation for damage directly caused by your inadequate packaging, misuse or failure to follow reasonable return instructions.

12. Refunds following withdrawal

Purchases from a Business Seller

If you withdraw from the entire purchase agreement with a Business Seller, you will normally receive a refund of:

- the price paid for the returned Product; and
- the cost of the least expensive standard delivery method offered for that purchase.

The original delivery cost means the cost of sending the Product from the Seller to you. It does not include the cost of returning the Product to the Seller.

You are responsible for arranging and paying the return shipping cost, unless the Seller has agreed to pay it, failed to provide the legally required information about return costs before the purchase, or mandatory law provides otherwise.

If you select a more expensive delivery method, such as express delivery, the additional amount paid above the cost of the least expensive standard delivery method will not be refunded.

If you withdraw from only part of a purchase, the original delivery charge will not normally be refunded where the delivery cost would have been the same for the Products you keep. Any refund of delivery costs will be made only to the extent required by mandatory law.

Purchases from a Private Seller

Where a Private Seller provides the contractual Platform withdrawal right described in these Terms, you will receive a refund of the price paid for the returned Product.

The original delivery cost from the Seller to you will not be refunded unless the Private Seller has expressly agreed otherwise or mandatory law requires a refund.

You are responsible for arranging and paying the return shipping cost.

Timing and method of refund

Where statutory withdrawal rules apply, the refund will be made without undue delay and within the applicable legal deadline, normally no later than 14 days after the withdrawal notice was received.

For a statutory withdrawal from a Business Seller, the Seller may withhold the refund until the Seller has received the returned Product or the Buyer has supplied evidence that the Product has been sent back, whichever occurs first, unless the Seller has offered to collect the Product.

Where the Product is received before the refund is made, the Seller may inspect the Product and make any deduction for diminished value permitted by applicable law.

If the refund must be made before the Product is received because the Buyer has supplied evidence that it has been sent back, this does not affect any right the Seller may have under applicable law in relation to diminished value, damage caused by handling beyond what was necessary, or a failure to return the Product.

For the contractual withdrawal right provided by a Private Seller, the refund will normally be processed after the returned Product has been received and may be subject to any permitted deduction for diminished value under these Terms.

Refunds will normally be made to the original payment method. Lawful deductions may be made for diminished value, upgraded outward delivery or other costs that may lawfully be charged under these Terms.

The arrangements between Among Makers and the Seller concerning commission, Stripe fees, carrier compensation, transport insurance or insurance deductibles do not reduce the amount that you are legally or contractually entitled to receive.

13. Faulty, unsafe or incorrect Products

A complaint about a faulty, unsafe, incomplete or incorrectly delivered Product, or a Product that does not correspond to its description, is different from exercising your right of withdrawal because you have changed your mind.

Your complaint rights may continue to apply after the withdrawal period has expired and may also apply to Products that are excluded from the right of withdrawal.

You should contact the Seller through the Platform as soon as reasonably possible after discovering the issue. Please explain what is wrong and provide any information or photographs reasonably requested to assess the complaint.

Depending on the circumstances and applicable law, you may be entitled to repair, replacement, a price reduction, reimbursement of a reasonable repair cost, termination of the purchase and a refund, or compensation for loss.

The Seller may normally be entitled to attempt repair or replacement first, provided that this can be done within a reasonable time, without cost and without significant inconvenience to you.

If you wish to keep a faulty or incorrect Product, you and the Seller may agree on an appropriate partial refund. Any such agreement must be voluntary and does not remove any mandatory rights that cannot lawfully be waived.

If a Product appears unsafe, stop using it where appropriate and contact both the Seller and Among Makers promptly. Among Makers may suspend the listing, request further information, notify relevant parties or authorities, or take other appropriate safety measures.

If you are unable to contact the Seller through the Platform, or the matter remains unresolved, you may contact Among Makers at support@amongmakers.co. Among Makers may assist with communication and take appropriate measures concerning the Seller or Product listing.

Nothing in these Terms limits any mandatory rights you have under applicable consumer law.

14. Transport damage, delayed delivery and missing parcels

The Seller remains responsible for the Product and the risk of loss or damage during transport until the Product has been physically received by you or by a third party designated by you.

Among Makers administers claims with the carrier or transport insurer as shipping arranged through the Platform is provided under Among Makers' carrier agreement. The outcome of a carrier or insurance claim does not reduce or remove any mandatory or contractual rights you may have against the Seller.

Visible damage at collection or delivery

Where reasonably possible, you should inspect the outer packaging before accepting the parcel.

If the parcel shows visible signs of damage, such as being crushed, torn, wet, opened or resealed, you should:

- ask the service point or carrier to record the damage immediately;
- photograph the parcel, including the damaged area and shipping label;
- where reasonably appropriate, decline to accept the parcel and ask for it to be returned as damaged; and
- contact the Seller through the Platform as soon as possible with a description of the issue and photos.

If the service point or carrier is unable or unwilling to record the damage, or if you have already accepted the parcel, this does not automatically prevent you from making a complaint.

Damage discovered after collection

If transport damage is discovered after the parcel has been collected or opened, contact the Seller through the Platform and Among Makers at support@amongmakers.co as soon as reasonably possible and preferably no later than five (5) days after delivery.

To support the investigation, you should:

- photograph the damaged Product;
- photograph the outer packaging and inner packaging;
- photograph the shipping label; and
- retain the Product and all packaging until the matter has been resolved or you are told in writing that they may be discarded.

You should not use, repair, return or dispose of the damaged Product or packaging until the Seller or Among Makers has confirmed how the matter should be handled.

The five-day notification request is intended to preserve evidence and support the carrier and insurance process. It does not shorten, change or remove any mandatory right to complain to the Seller.

Delayed or missing parcels

If a parcel has not arrived within the promised or estimated delivery time, contact the Seller through the Platform as soon as reasonably possible.

For the separate carrier-loss process, a parcel may be treated as potentially lost if it has not reached you within 30 days after dispatch. Among Makers should receive any information or confirmation required for the carrier claim no later than 45 days after dispatch.

These carrier deadlines do not prevent you from exercising any rights you may have because of delayed or failed delivery.

You must provide any reasonable information or confirmation required for the carrier or insurance investigation. Among Makers will communicate with the Seller and may contact you directly for photographs, documents or clarification.

15. Cancellation, delay and inability to fulfil

Before the Seller accepts an order, you may request cancellation and the order may be cancelled without a purchase agreement being formed.

After acceptance, you may still exercise any applicable statutory or contractual right of withdrawal. If the Product has already been dispatched, the matter will normally be handled as a return and you may be responsible for return shipping where the Product is not faulty. A Product excluded from withdrawal, such as a genuinely personalised Product, may be cancelled only if the Seller agrees or another legal right applies.

If the Seller cannot fulfil the order, the order will be cancelled and you will receive a full refund of all amounts paid for the cancelled Product, including the associated shipping amount.

If delivery is delayed, your remedies depend on the purchase agreement and applicable law. You may normally require delivery within an additional reasonable period and, in circumstances provided by law, terminate the purchase and receive a refund. Where delivery by a particular date was essential and this was communicated before purchase, you may have stronger rights.

16. Reviews, Buyer content and intellectual property

You may leave a review only for a Product that you have purchased through the Platform. Among Makers may use order records to verify that a review is connected to a genuine purchase. We do not promise that a verified purchase means that every statement in the review is independently verified.

Reviews and other Buyer content must be truthful, relevant and respectful. They may not contain harassment, threats, hate speech, unlawful discrimination, defamatory statements, personal data that you have no right to disclose, malicious code, external advertising or content that infringes another person's rights.

We may reject, hide, edit only for formatting, or remove content that breaches these rules, applicable law or Platform safety standards. Where required by law, we will provide information about the reason and any available complaint route.

By submitting a review, photograph or other content, you retain ownership but grant Among Makers a worldwide, non-exclusive, royalty-free licence to host, reproduce, display, adapt for formatting, translate and use that content for operating, improving and promoting the Platform, the reviewed Product or the relevant Seller. The licence ends for future use when the content is deleted, except for copies already published, produced, scheduled, legally retained or is reasonably required to protect legal rights.

Buying a Product does not transfer the Seller's copyright, design rights, trade marks or other intellectual-property rights. Unless the Seller clearly agrees otherwise, you may use the Product for personal purposes but may not reproduce the Seller's design or use the Seller's images, branding or content commercially.

17. Buyer conduct

When using the Platform, you must not:

- harass, threaten, abuse or discriminate against a Seller, another Buyer or Platform staff;
- submit false, retaliatory, manipulated or incentivised reviews without disclosure;
- commit fraud, use an unauthorised payment method or make a knowingly false chargeback;
- misuse discount codes, referrals, promotions or refund processes;
- attempt to avoid Platform payment processes or induce a Seller to complete a Platform order off-platform;

- interfere with the security or operation of the Platform, scrape it unlawfully, introduce malware or attempt unauthorised access;
- upload illegal, defamatory, infringing or harmful content; or
- purchase Products for commercial resale without the Seller's prior written agreement.

We may warn, restrict, suspend or close an account and may remove content where reasonably necessary and proportionate. This does not affect outstanding rights and obligations relating to completed or existing orders.

18. Platform operation, ranking and moderation

We aim to keep the Platform available and accurate but cannot guarantee uninterrupted access or that every listing will remain available. Maintenance, technical faults, security incidents, payment-provider outages or events outside our reasonable control may temporarily affect the Platform.

The main parameters that determine how Products are ranked in search and browsing results, and their relative importance, are described in the Ranking Information notice made directly accessible from the relevant search interface. Any paid placement or advertising will be clearly marked and identified.

We may review, modify for presentation, suspend or remove listings or accounts and may cancel an affected order before or after acceptance where this is reasonably necessary for safety, legality, fraud prevention, sanctions compliance or protection of users, and where cancellation is permitted by law. Any refund due will be processed in accordance with these Terms.

You may report a Product, listing, review or other content that you believe is illegal or unsafe by contacting support@amongmakers.co and providing enough information for us to identify and assess it.

19. Liability

The Seller is primarily responsible for the Product, the accuracy of the listing, acceptance and fulfilment of the order, delivery, conformity, safety, returns and complaints under the purchase agreement. Among Makers is responsible for its own Platform services and for any obligations imposed on it by mandatory law.

To the fullest extent permitted by law, Among Makers is not liable merely because a Seller provides inaccurate information, fails to fulfil an order, supplies a defective Product or acts unlawfully. This limitation does not apply where the loss was caused by Among Makers' own breach, negligence, unlawful conduct or failure to perform a mandatory obligation, including any liability that applicable law imposes on an intermediary that facilitated the purchase.

Among Makers is not liable for loss that was not reasonably foreseeable when the relevant agreement was made, or for business losses such as loss of profit, revenue, opportunity or goodwill where you use the Platform as a consumer. Nothing in these Terms excludes or limits liability for fraud, wilful misconduct, gross negligence, death or personal injury caused by negligence, or any other liability or consumer remedy that cannot lawfully be excluded or limited.

A delay or failure caused by an event outside a party's reasonable control may excuse performance for as long as the event prevents it, but it does not remove any right to a refund or other remedy that mandatory law gives you for an undelivered or cancelled order.

20. Privacy and electronic communications

Bopa AB processes Personal Data in connection with the operation of the Platform in accordance with applicable data-protection law and the Among Makers Privacy Policy.

For certain processing activities necessary to facilitate and fulfil a transaction, Bopa AB and the relevant Seller act as joint controllers under Article 26 GDPR, as described in the separate Joint Controller Agreement between them. This does not apply to all processing carried out by Bopa AB or the Seller.

Bopa AB is the common contact point for questions and requests concerning the joint processing. You may nevertheless exercise your data-protection rights against either Bopa AB or the relevant Seller. Bopa AB and the Seller also carry out certain processing independently, for which each party is separately responsible.

The Seller may not use Buyer Data for unrelated marketing or add you to its own mailing or marketing list without a separate lawful basis and any consent required by law.

See the Among Makers Privacy Policy for further information about the processing of Personal Data.

We may send order confirmations, receipts, dispatch notices, security messages, withdrawal confirmations and other contractual communications electronically to the email address or account you provide. You are responsible for keeping your contact information current and checking messages relating to an order.

Marketing communications are governed by your separate choices and the Privacy Policy. You may unsubscribe from marketing without affecting transactional messages needed to administer an order or account.

21. Complaints, disputes and out-of-court resolution

For questions about a Product, delivery, return or complaint, contact the Seller first where practical because the Seller is responsible for the purchase agreement. If the Seller does not respond, communication breaks down or you believe Among Makers has its own legal responsibility, contact support@amongmakers.co . Nothing in this process prevents you from making a complaint directly to Among Makers where applicable law permits this.

Among Makers may assist by facilitating communication, reviewing Platform records, processing a refund approved or required under these Terms, or administering a carrier claim. Assistance does not by itself mean that Among Makers becomes the Seller or accepts responsibility that belongs solely to the Seller.

A dispute with a Swedish Business Seller or with Among Makers may, where the relevant requirements are met, be submitted to the Swedish National Board for Consumer Disputes (Allmänna reklamationsnämnden, ARN). For a cross-border consumer dispute within the EU/EEA, you may seek guidance from the European Consumer Centre in your country or use the competent national alternative dispute-resolution body. The former European Commission Online Dispute Resolution platform is no longer available.

Participation in an out-of-court process does not remove your right to bring a claim before a competent court.

22. Governing law and jurisdiction

Your agreement with Among Makers concerning use of the Platform is governed by Swedish law. The law governing the separate purchase agreement with the Seller is determined by applicable conflict-of-law rules and any valid terms incorporated into that purchase agreement.

If you are a consumer habitually resident in an EU or EEA country, a choice of Swedish law does not deprive you of mandatory consumer protection provided by the law that would otherwise apply in your country of habitual residence.

You may bring proceedings in any court that has jurisdiction under mandatory consumer and procedural law. For disputes that are not subject to mandatory consumer jurisdiction, the courts of Sweden will have jurisdiction, with Malmö District Court as the first instance.

23. Changes to these Terms

We may update these Terms to reflect changes to the Platform, law, payment or shipping arrangements, security needs or business operations. The version accepted at the time of an order will continue to govern that purchase unless a later change is required by mandatory law or is more favourable to you.

Material changes affecting ongoing account use will be communicated by email, through the Platform or by another reasonable method before they take effect where required. Continued use after the effective date may constitute acceptance for future use, but will not retroactively remove rights relating to an existing order. The latest version of these Terms will always be available through the Platform. Any questions can be raised via the contact information below.

24. Contact

Bopa AB - Among Makers

Organisation number: 559530-4949

c/o Studio 5, Grimsbygatan 24, 211 20 Malmö, Sweden

General support and complaints: support@amongmakers.co

Transport damage and claims: support@amongmakers.co

Privacy enquiries: support@amongmakers.co

You can contact the Seller through the contact button on the Seller’s shop page. The Seller’s identity and relevant business and contact information can be found in the order confirmation or on the invoice, where applicable.