



ROYAL DANISH MINT

TERMS AND CONDITIONS

FOR PURCHASE OF COLLECTOR'S COINS AND BANKNOTES FOR PRIVATE USE VIA THE WEB SHOP OR BY PHONE, INCLUDING CONDITIONS FOR INDIVIDUALS SUBSCRIPTION FOR THE ANNUAL COIN SET FOR PRIVATE USE

DESCRIPTION OF COLLECTOR'S COINS

For descriptions of the coins and banknotes, see Commemorative coins, Coin sets, Circulations coins and Banknotes.

ORDERING

Coins /banknotes can be ordered by putting the goods in the Shopping Cart. The agreement is not final until the buyer has received an order confirmation. Reservations are made for printing/typing errors. Some coins may be out of stock. The Royal Danish Mint will retain copies of your order confirmation. The prices of the individual coins are stated on the webshop. The prices apply while stocks last.

MODE OF PAYMENT

Payment for coins ordered can be made in two ways: by a Danish credit card or by bank transfer/Internet bank payment.

CREDIT CARD PAYMENT

The following cards are accepted: Dankort and VISA Dankort (Dankort Secured by Nets). Your card data will be encrypted and sent directly to Nets via a secure connection (SSL). Please note that your account will be debited before the coins are dispatched (advance payment).

The maximum amount for card payments is DKK 2,000. If your order exceeds that amount, you may use bank transfer. See the description below.

PAYMENT VIA INTERNET BANKING OR BANK TRANSFER

Please deposit the amount to the Danmarks Nationalbank (Royal Danish Mint's account) with Danske Bank:

Branch sort code 0216, Account no. 4069213162
Please, remember to state the order number.

For payments from abroad, please use BIC no. (SWIFT code) DABADKKK (IBAN DK92 0216 4069 2131 62). Buyer pays all expenses regarding the bank transfer.

Payment can be made when you have received an order confirmation from the Royal Danish Mint and it must be affected within 14 days from the date of the order confirmation. If this deadline is not observed, we allow sending a service mail for non-payment.

If you do not have access to Internet banking, payment can be effected by your bank (IBAN DK92 0216 4069 2131 62).

LOGGING IP ADDRESSES

We register your IP address when you pay by card. We only use the IP address in the event of potential misuse.

DELIVERY

The Royal Danish Mint processes orders on a first-come-first-served basis. If you have paid by card, your order will be dispatched within 5 banking days after the amount has been debited to your account. If you have opted for bank transfer, your order will be dispatched within 5 banking days from receipt of your payment by the Royal Danish Mint.

PRICES

All collectors' coins are subject to 25 per cent Danish VAT. Banknotes and some collector's coins are sold at face value subject to no tax. Sale of collector's coins/banknotes to private individuals living outside the EU, including Greenland and the Faroe Islands, is exempt from Danish VAT.

HANDLING FEE

Please note that the purchase of banknotes and coins in circulation (not commemorative coins) are subject to a handling fee of DKK 200.

POSTAGE COSTS INCLUDING VAT:

Shipments to Denmark:

Order value up to DKK 4,800: DKK 60 (without delivery). (This shipment is not possible until Covid-19 is over).

Order value up to DKK 4,800: DKK 80 (with delivery).

Order value from DKK 4,801 up to DKK 10,000: DKK 175.

Order value of more than DKK 10,000: Contact the Royal Danish Mint for a price, based on PostNord's postage prices.

Shipments to Sweden and Finland:

Order value up to DKK 4,800: DKK 220.

Order value from DKK 4,801 up to DKK 10,000: DKK 400.

Shipments to Norway:

Order value up to DKK 4,800: DKK 410.

Order value from DKK 4,801 up to DKK 10,000: DKK 500.

Shipments to Iceland and Greenland:

Order value up to DKK 4,800: DKK 260.

Order value from DKK 4,801 up to DKK 10,000: DKK 440.

Shipments to Faroe Islands and Switzerland:

Order value up to DKK 4,800: DKK 260.

Order value from DKK 4,801 up to DKK 10,000: DKK 420.

Shipments to Germany:

Order value up to DKK 4,800: DKK 200.

Order value from DKK 4,801 up to DKK 10,000: DKK 375.



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Shipments to Hong Kong and China and Australia:

Order value up to DKK 4,800: DKK 360.

Order value from DKK 4,801 up to DKK 10,000: DKK 560.

Shipments to abroad, except Faroe Islands, Iceland, Greenland, Norway, Switzerland, Germany, Hong Kong, China, Australia, Finland and Sweden:

Order value up to DKK 4,800: DKK 300.

Order value up to DKK 4,801 up to DKK 10,000: DKK 580.

Shipments to abroad:

We do **not** send an order with a value of more than DKK 10,000.

The orders will be dispatched as a private parcel by PostNord's Pacsoft solution. You will receive an email when the order has been dispatched.

ORDERS CAN ALSO BE PICKED UP - THE CASH DESK IS TEMPORARILY CLOSED DUE TO CORONAVIRUS (COVID-19)

If you wish to collect the order yourself, you can only do so from the Royal Danish Mint, Cash Desk, Havnegade 5, DK-1093 Copenhagen K., Denmark.

The opening hours are weekdays from 10:00 am to 1:00 pm. Orders may be collected 5 banking days after the Royal Danish Mint's receipt of your payment at the earliest. Remember to bring valid photo ID and a power of attorney, if necessary, when collecting coins ordered.

RIGHT TO CLAIM COMPENSATION FOR DEFECTIVE GOODS

This contract is subject to the provisions of the Danish Sale of Goods Act on defective deliveries. Complaints about defective deliveries from the Royal Danish Mint must be lodged within two years from the date of purchase, cf. the provisions of the Danish Sale of Goods Act. Contact details for complaints regarding defective deliveries, see "Contact information".

Coins can also be returned to this address. We recommend that you use the attached claims form. In the event of defective coins or errors, the Royal Danish Mint will refund the postage costs when the coins are returned.

GUIDELINES ON RIGHT OF WITHDRAWAL

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period expires after 14 days from the day on which you, or a third party other than the carrier and indicated by you, acquire physical possession of the goods.

To exercise the right of withdrawal, you must inform us of your decision to cancel this contract in an unambiguous cancellation notice (e.g. by letter or email), see "Contact information".

You may use the attached model withdrawal form, but this is not mandatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

EFFECTS OF WITHDRAWAL

If you exercise your right of withdrawal under this contract, we will reimburse you for all payments received from you, including delivery costs (but not extra costs pertaining to your own choice of another form of delivery than the least expensive type of standard delivery offered by us) without undue delay and in any

case no later than 14 days from the date of our receipt of your cancellation notice.

We reimburse you by the same payment method you used for the original transaction, unless you have expressly agreed otherwise. You will not under any circumstances be charged any fees in connection with the reimbursement.

We are entitled to withhold the reimbursement until we have received the returned goods or until you have submitted documentation of your return of the goods, whatever is the earliest. You return the goods or hand them over to us without undue delay no later than 14 days from the date of your notification to us about your exercising of the right of withdrawal under the contract.

The deadline is met if you return the goods before the expiry of the 14 days. You will have to bear any direct costs in connection with return of the goods. You are only liable for any deterioration of the value of the goods that is attributable to other handling than what is necessary to determine the nature, characteristics and functioning of the goods.

CONTACT INFORMATION

If you have any questions, please contact:

Danmarks Nationalbank
Royal Danish Mint
Havnegade 5
DK-1093 Copenhagen K., Denmark
Tel.: +45 43 45 40 11
E-mail: dkm@nationalbanken.dk

GOVERNING LAW AND VENUE

Agreements for the sale of coins/banknotes and these terms of sale and delivery shall be governed by Danish law and the legal venue shall be in Denmark.

PERSONAL DATA

When you visit the Royal Danish Mint's website, your personal data is captured. You can find information about how we collect and process your personal data in the Royal Danish Mint's Privacy Policy [\[link\]](#).

COMPLAINTS

Complaints about the Royal Danish Mint under these provisions should be addressed, see "Contact information". Furthermore, a complaint about a product or service can be filed with the Center for Complaints, Nævnenes Hus, Toldboden 2, 8800 Viborg. You can complain to the Center for Complaints through the Complaints Portal for Nævnenes Hus.

The EU Commission's online complaint portal can also be used when filing a complaint. This is particularly relevant if you are a consumer domiciled in another EU country. Complaint can be filed here - <http://ec.europa.eu/odr>. When filing a complaint, you shall state e-mail dkm@nationalbanken.dk.

SUBSCRIPTION TO EMAIL NEWS SERVICE

The Royal Danish Mint's email news service provides information about new coins and banknotes. If you subscribe to our news service, we record data about you to be able to send you emails.



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You can find information about what data we collect and how we process it in the Royal Danish Mint's Privacy Policy [\[link\]](#).



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SPECIAL TERMS FOR THE CONCLUSION OF THE SUBSCRIPTION AGREEMENT

Subscription agreements are suspended in 2020

These terms of sale and delivery shall apply to private individuals' purchases of coin sets for private use via the subscription scheme (Conditions for Subscription). The Conditions for Subscription shall be agreed between the subscriber and Danmarks Nationalbank represented by the Royal Danish Mint. The Conditions for Subscription and order confirmation shall constitute the subscription contract.

ORDER CONFIRMATION

The Royal Danish Mint will send order confirmation by email when you have registered for the subscription scheme. The subscription contract shall enter into force on your receipt of this email.

If you have not provided an email address, the order confirmation will be sent by post.

Prior to any specific sale of the coin set(s) comprised by the subscription contract, the Royal Danish Mint will send you a reminder email, stating the coin set(s) in question, the amount payable, the due date for payment or direct debit, and an estimated date of dispatch of the coin set(s).

The reminder email will be submitted 14 days before the due date for payment. From your receipt of the reminder email until the due date for payment, you may inform the Royal Danish Mint that you do not want the coin set(s) in question. The order is then regarded as cancelled for the relevant coin set(s).

PAYMENT

Payment for coin sets ordered can be made in two ways: by card or by bank transfer/online bank payment.

When subscribing you must state whether you want to register your payment card details for the Royal Danish Mint to debit your account directly (card payment) or whether you want to transfer the money yourself to the Royal Danish Mint's account at Danske Bank (bank transfer/online banking).

The Royal Danish Mint will send an email 14 days before the due date for payment as a reminder of the payment due. Until the due date, you may cancel the purchase or change the purchase or the method of delivery.

Payment shall fall due five banking days before the purchased item(s) are made available for collection or dispatched.

PAYMENT BY THE ROYAL DANISH MINT'S DEBITING YOUR ACCOUNT DIRECTLY (CARD PAYMENT)

If you have chosen card payment, your acceptance of these Conditions for Subscription permits the Royal Danish Mint to debit your account.

The Royal Danish Mint will charge the amount due five banking days before the purchase in question is made available for collection or dispatched, as selected by you.

You may use Dankort or Visa-Dankort (Dankort Secured by Nets). Your card data will be encrypted and sent directly to Nets via a secure connection (SSL). Please note that the amount will be debited from your account before the coins are dispatched (advance payment). You cannot use foreign payment cards.

You must state your card details for the account the Royal Danish Mint will debit directly. There must be sufficient funds in your account for the Royal Danish Mint to debit it.

If the Royal Danish Mint is unable to execute the payment, e.g. because the card is blocked, the card details are not correct, or the card issuer's bank informs the Royal Danish Mint that there are insufficient funds in the account, the purchase will not be completed, and the Royal Danish Mint will consider the coin set order in question to be cancelled.

The Royal Danish Mint shall not regard the subscription contract as terminated for future deliveries.

There is a maximum limit of DKK 2,000.00 per purchase for card payments. Any amount above this limit requires a bank transfer. See the description below.

PAYMENT VIA ONLINE BANKING OR BANK TRANSFER

If you select payment via online banking and bank transfer, payment must be made to the Danmarks Nationalbank (Royal Danish Mint's account) at Danske Bank:

Branch sort code 0216, Account no. 4069213162
Please, remember to state the order number.

For payments from abroad, please use BIC no. (SWIFT code) DABADKKK (IBAN DK92 0216 4069 2131 62). Buyer pays all expenses regarding the bank transfer.

Payment should not be made until you have received an order confirmation from the Royal Danish Mint and must be affected within 14 days from the date of the order confirmation.

If the due date is not observed, the order is cancelled, and you must order the relevant coin set separately if you still want to buy it. The subscription contract is not regarded as terminated for future deliveries.

DELIVERY

The Royal Danish Mint will process orders under the subscription contract on a first-come-first-served basis after production of the coin sets. Products under your subscription contract will be sent no later than five banking days after the amount has been debited from your account or after receipt of payment.

PARTICULARLY ABOUT PRICES

The prices of the individual coin sets are stated in the Royal Danish Mint's web shop. The prices of purchases under this subscription contract are stated prior to each individual purchase under the contract, based on the price stated in the



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web shop of Royal Danish Mint.

The prices apply while stocks last. Reservations are made for printing/typing errors and omissions.

PARTICULARLY ABOUT DELIVERY AND COLLECTION

When registering for the subscription scheme, you must state whether you want the coins delivered or whether you want to collect them yourself.

The details of shipment and collection including prices for shipping are shown above under "Delivery".

TERMINATION

The subscription contract shall remain in force until terminated by either party. Termination must be in writing by email or letter. You may cancel your subscription at any time.

PERSONAL DATA

When you visit the Royal Danish Mint's website, your personal data is captured. You can find information about how we collect and process your personal data in the Royal Danish Mint's Privacy Policy [link](#).

CHANGING CARD DETAILS, ADDRESS, EMAIL, ETC.

Follow the procedures below to change card details, address, email, etc.

CHANGED CARD DETAILS

If your card details are not correct, e.g. because you have a new card, and this prevents payment execution, the order in question is regarded as cancelled.

If you want to change the card details you stated when concluding the subscription contract, you must terminate the subscription contract and conclude a new one.

CHANGED EMAIL, TELEPHONE, ADDRESS

If your email address or postal address is not correct, the Royal Danish Mint assumes no responsibility, including liability, for non-receipt of reminder emails or non-delivery of coins.

If it is impossible to send the order confirmation with information on conclusion of the subscription contract due to an incorrect email address, the subscription contract is regarded as not having been concluded.

To change the email address, telephone number or address stated on conclusion of the subscription contract, please send an email to the Royal Danish Mint at dkm@nationalbanken.dk. You do not have to conclude a new subscription contract.

AMENDMENTS TO THESE CONDITIONS FOR SUBSCRIPTION

If the amendment is disadvantageous to you, the Royal Danish Mint may amend these Conditions for Subscription at two months' notice.

Other amendments do not require notice. You will be informed about amendments by letter or email.

Any amendments to the rules are regarded as accepted unless you have informed the Royal Danish Mint, before the date of entry into force, that you do not wish to be bound by the new rules and that you terminate the customer relation with immediate effect.



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Date:

CLAIMS FORM

We encourage you to fill in this form if you are returning defective goods:

Order no.: _____

Which collector's coins are returned: _____

Why are they returned? (Check the box)

The collector's coins received are defective.

Describe the defect _____

Please deposit the postage costs to the following account:

Branch sort code: _____ Account no.: _____ Bank: _____

If goods are defective or sent to the wrong address, we will reimburse you for the costs of returning the goods.

Re-read the terms and conditions for sale and delivery concerning purchase of collector's coins for private use at www.royalmint.dk.

Return address for the goods:

Danmarks Nationalbank
Royal Danish Mint
Havnegade 5
DK-1093 Copenhagen K.
Denmark