

DURETA - TERMS & CONDITIONS

Effective date: 24 August 2026 | Purchases made through dureta.se

1. About these terms

These Terms & Conditions apply when you place an order with Dureta through dureta.se. Dureta is operated by Source Sweden AB, company registration no. 559443-8730, Kivra: 559443-8730, 106 31 Stockholm, Sweden ("Dureta", "we", "us"). By completing your purchase, you agree to these terms. Mandatory consumer rights under applicable law always remain unaffected.

2. Your order

Dureta creates personalised artwork from an image you upload and the choices you make, such as style, size, material, frame and any added text. You are responsible for reviewing the preview and your order details before payment. Once an order has entered production, changes or cancellation may no longer be possible. If you notice an error, contact us as soon as possible at info@dureta.se.

3. Personalised products & right of withdrawal

Each Dureta artwork is made specifically for you from your uploaded image and individual selections. Because it is made to your specifications and is clearly personalised, the standard 14-day right of withdrawal does not apply. This does not affect your statutory rights if the product is faulty, damaged, incorrectly produced or otherwise does not conform to your order.

4. Your image and content

You remain responsible for the image and other content you upload. By uploading content, you confirm that you own it or otherwise have the rights and permissions needed for Dureta to process it and produce your order. You must not upload unlawful content or content that infringes another person's copyright, trademark, privacy or other rights. You grant Dureta only the limited rights necessary to process, store, transfer and reproduce the content for creating, producing and delivering your order. We may refuse or cancel an order where we reasonably believe the content is unlawful or infringes third-party rights. Private customer images will not be used in Dureta marketing without separate permission.

5. Artistic & AI-assisted processing

Dureta uses digital and AI-assisted image processing to create the selected artistic style. The result is an artistic interpretation rather than an exact copy of the source photograph. Colours, brushwork, fine details and appearance may vary from the original. Your approved preview is the basis for production, but small differences may occur between a screen preview and the physical print because of screen settings, printing methods and materials.

6. Prices, payment & delivery

The total price, applicable taxes and any delivery charge are shown before you place the order. Payment is handled through the payment methods offered at checkout. Estimated delivery times are estimates rather than guaranteed dates unless expressly stated otherwise. If a delivery is materially delayed, contact us and we will help resolve it in accordance with applicable consumer law.

7. Faulty or damaged products

If your artwork arrives damaged, has been produced incorrectly or does not match the order you placed, contact us at info@dureta.se and include your order number and, where helpful, photographs of the issue. We will handle valid claims in accordance with applicable consumer law, which may include repair, replacement, price reduction or refund where legally required.

8. Privacy

We process personal data and uploaded images as necessary to provide the service, fulfil your order, comply with legal obligations and operate Dureta. More information about how we handle personal data, images, service providers, retention and your rights is available in our Privacy Policy on dureta.se.

9. Law & disputes

These terms are governed by Swedish law, without depriving you of any mandatory consumer protection that applies in the country where you normally live. If a problem arises, please contact us first so we can try to resolve it. Consumers may also have access to applicable national or EU consumer dispute-resolution bodies.

Contact: Source Sweden AB | Kivra: 559443-8730, 106 31 Stockholm, Sweden | info@dureta.se