

## FAQ – INFORMATION TO YOU AS CUSTOMER

### 1 BACKGROUND

Teknikmagasinet SWE AB was declared bankrupt **4 January 2024 at 10:24**, whereby lawyer Karl Björlin (Cirio Advokatbyrå AB) was appointed to official receiver. At the same time as the bankruptcy, *the bankruptcy estate of Teknikmagasinet SWE AB* was established, which is a separate legal entity from *Teknikmagasinet SWE AB in bankruptcy*. This means that the business is now conducted under the control and capacity of the bankruptcy estate and that all of the bankrupt company's assets are administered by the bankruptcy estate.

The answer to the questions that may arise depends on whether the purchase was made before or after the bankruptcy, i.e. during the bankruptcy estate's own operation (the cut-off date is 4 January 2024 at 10:24). See below for answers to frequently asked questions that may arise during the operation of the bankruptcy estate. If anything is unclear or you have further questions, please don't hesitate to contact us at [teknikmagasinet@cirio.se](mailto:teknikmagasinet@cirio.se).

Below are answers to frequently asked questions

#### 1.1 Opening hours

**Q:** *What are the opening hours of the stores during the bankruptcy?*

**A:** Same opening hours as before. Keep an eye on the website [cirio.se/news/teknikmagasinet](http://cirio.se/news/teknikmagasinet) for information in case of changed opening hours.

#### 1.2 Returns, open purchase, right of withdrawal and warranties

**Q:** *I bought an item in store or online before the bankruptcy and want to return or exchange it, is this possible?*

**A:** No, no open purchase, exchange or other rights to return apply. If you believe you have a claim against the bankrupt company, follow the instructions in section 2. Remember to keep all receipts and other documentation (order confirmation, delivery notes, etc.) to support your claim.

**Q:** *I have submitted a device for repair before the bankruptcy, what will happen now?*

**A:** The bankruptcy estate will, to the extent of available spare parts, complete the repairs that were initiated before the bankruptcy. Payment will proceed as usual. Please contact the store where the device was submitted for more information about the repair status of your device.

**Q:** *I bought an item with a warranty before the bankruptcy, what happens to it?*

**A:** No warranties can be claimed against the bankruptcy estate during the bankruptcy. If something happens to your device that would typically fall under a warranty claim, this should be reported as a claim in the bankruptcy, please see section 2.

**Q:** *I bought an item in store or online after the bankruptcy and want to return or exchange it, is this possible?*

**A:** No, no open purchase, exchange or other rights to return apply. If you have purchased an item after the bankruptcy online and wish to exercise the right of withdrawal according to the Distance and Off-Premises Contracts Act, you can return it in store.

### 1.3 Complaints

**Q:** *I want to make a complaint regarding an item I bought before the bankruptcy, how do I do this?*

**A:** Teknikmagasinet SWE AB is no longer able to accept complaints. Customers who wish to make a complaint may instead file a claim in the bankruptcy according to the instructions in section 2. Remember to keep all receipts and other documentation to support your claim.

In addition to filing a claim in bankruptcy, the following actions are possible for you as a customer.

In some cases, the Consumer Sales Act allows you as a customer to make a claim against the retailer by directly contacting the store's supplier or the manufacturer of the goods. One condition is that the item is defective. There is no possibility of making a claim against the earlier parties in the sales process in case of a delay.

If you paid for your item by credit card, you may have a possibility to make a claim directly against the issuer of the credit card for a refund in case of non-delivery of the item or defective item. In this case, contact issuer of the credit card directly.

**Q:** *I want to make a complaint regarding an item I bought after the bankruptcy, how do I do this?*

**A:** All items are sold as is and the bankruptcy estate leaves no guarantees for the items.

If a product differs from what follows from the agreement between the customer and the bankruptcy estate, or otherwise does not correspond to the condition or description of the item provided by the bankruptcy estate, it is possible to make a complaint regarding the item. Complaints must be made within a reasonable time, but no later than 4 February 2024, at the store where the item was bought upon presentation of a receipt and stating all other necessary information for the assessment of the claim. If the complaint is made after 4 February 2024, the complaint shall be filed to [teknikmagasinet@cirio.se](mailto:teknikmagasinet@cirio.se).

In case of acceptable defects, the bankruptcy estate offers, firstly, a price reduction corresponding to the reduction in value of the defect in question, and secondly, cancellation of the purchase.

The customer has no right to make any other claims of any kind against the bankruptcy estate in connection with the purchase.

### 1.4 Gift cards, credits and member benefits

**Q:** *I have a gift card - can I use it?*

**A:** As a result of the bankruptcy, gift cards purchased prior to the bankruptcy cannot be used as payment, nor can other credit balances. Claims due to the inability to use gift cards/balances can be reported as a claim to the bankruptcy estate according to the instructions in section 2.

**Q:** *I have bonus points/ vouchers from a membership - what happens to them?*

**A:** As a result of the bankruptcy, bonus points/bonus vouchers cannot be used as payment. Claims due to the inability to use bonus points/bonus vouchers can be reported as a claim to the bankruptcy estate according to the instructions in section 2.

## 2 FILING CLAIMS IN THE BANKRUPTCY

### 2.1 To file a claim

**Q:** *I want to file a claim in the bankruptcy, how do I do this?*

**A:** File your claim by filling in the form retrievable from [here](#). Remember to keep all receipts and other documentation (order confirmation, delivery notes, etc.) to support your claim.

**Q:** *What happens to my claim after I have filed it?*

**A:** All claims filed in the bankruptcy will be compiled in a bankruptcy inventory (Sw. konkursbouppteckning), which will be submitted to the Stockholm District Court. If your claim is submitted to the bankruptcy administration after the inventory has been drawn up, you will still be noted as a creditor in the bankruptcy. Consumer claims are non-priority claims.

If dividend is to be paid to non-priority creditors, i.e. consumers, the bankruptcy administration will request that the district court decides to initiate dividend proceedings. In such case, you will be contacted directly by the district court with more information with an instruction how to report your claim in the bankruptcy. Please note that it can take between 6-12 months before the bankruptcy administration can provide any information on whether it is possible to pay dividend to non-priority creditors.

Remember to keep all receipts and other documentation (order confirmation, delivery notes, etc.) to support your claim and to an eventual dividend proceeding.

## **2.2 Processing of personal data**

Cirio Advokatbyrå AB and the bankruptcy estate are processing the personal data used in the bankruptcy of Teknikmagasinet SWE AB. For more information on the processing of personal data, see our personal data policy on Cirio's website, <https://cirio.se/legal-notice>.