COPENHAGEN CLOSET

Membership and user terms

Version 2026-10-09

Copenhagen Closet ApS | CVR 46358538
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1. About these terms

These membership and user terms (the Terms) apply to private consumers who hold a Basis or Premium membership with Copenhagen Closet ApS (we, us).

Membership allows you to borrow and rotate one bag at a time from the collections included in your plan. Bags remain our property unless a separate purchase agreement is made.

The Terms are available in Danish and English and can be saved before acceptance. Our privacy and cookie policies, your personal agreement confirmation and any separate gift or purchase terms supplement them.

This version applies where the member accepted version 2026-10-09. Publishing it does not change previously accepted agreements. A change of plan or terms requires a separately documented basis.

2. Who can become a member?

Membership is available to consumers aged 18 or over with a delivery address in an area we serve.

Information must be accurate and kept up to date. Membership and the account are personal and may not be transferred or used on behalf of others.

We may decline an application on objective grounds, including inaccurate information, previous material breach, reasonable suspicion of fraud or practical inability to deliver.

3. Application, electronic acceptance and agreement

Before submission, we show the selected plan, bag access, total monthly price including VAT and selected extras, billing interval, cancellation terms, delivery restrictions and withdrawal information. You can correct errors before submitting.

New applicants select Basis or Premium, accept the Terms electronically, complete identity verification and save a payment method with Stripe. Applications are reviewed manually. No payment is collected when the application is submitted.

By giving separate consent, the applicant authorises collection of the displayed first payment including selected extras if approval takes place within 14 days. The payment summary shows whether a gift prepays the membership portion and what is payable by the applicant’s own card. After 14 days, fresh confirmation of price, terms and payment is required before activation. A gift does not replace identity checks, an own payment method or acceptance.

A previously approved applicant who has not yet paid can complete identity verification from their profile, select a plan and confirm price, terms and payment during checkout. Approval alone does not create an active, paid membership.

We confirm the membership agreement electronically when the order has been accepted and the first membership period is confirmed paid, including payment with a valid gift. The personal confirmation states the plan, price, extras, gift funding and accepted terms version and can be saved. Access begins only after confirmed payment. Any bank authentication required for a cash payment must be completed. A gift can cover the entire membership portion while selected extras remain payable.

4. Membership, price and payment

4.1 Basis and Premium

Basis costs DKK 650 per month including VAT and provides access to the Basis collection. Premium costs DKK 999 per month including VAT and includes both collections. Each bag belongs to exactly one collection, shown on its page.

Both plans include one borrowed bag at a time, standard delivery, standard return and shipping for ordinary rotations in Denmark. Membership provides access to eligible available bags; it does not confer ownership.

Membership is paid monthly in advance with no initial minimum term. For an ordinary cancellation, the first period costs DKK 650 for Basis or DKK 999 for Premium plus separately selected extras. This does not restrict withdrawal under section 18.

The payment date is stated in the confirmation and account. Subsequent payments fall on the corresponding day of each month, or the last day when that day does not exist.

4.2 Gift-funded periods

A gift covers the selected membership for the purchased number of months. Cleaning Protection, Quick Swap, pauses and other extras are excluded. Price increases do not reduce the purchased months. A gift does not automatically switch plans or refund a period already paid. It covers upcoming eligible periods without changing the normal renewal date. Eligible gifts with the earliest activation deadline are used first; other membership discounts do not stack during the same period.

After the gift periods, membership continues at the agreed ordinary price with selected extras unless paid renewal has been stopped. The gift buyer does not become responsible for the recipient’s subscription. Account assignment, activation and actual use of months are different events. Separate gift terms explain the one-year deadline, a complete application submitted in time and rejection.

4.3 Payment provider and authorisation

Stripe processes payments. Authorisation covers only expressly agreed recurring payments for the selected membership, Cleaning Protection or a separately ordered pause. Selected extras and the total are shown before acceptance.

Quick Swap requires a separate order. Damage, repair and replacement-value claims use an invoice or separate payment link; they are not automatically collected under subscription authorisation.

4.4 Failed payment

If payment fails, we send written notice allowing 7 calendar days to pay. New deliveries and rotations may be suspended until payment. Continued non-payment after further written notice may lead to termination and return of the bag under section 10.

5. Duration and cancellation

Basis and Premium have no initial three-payment minimum term. Membership paid by your own card can be cancelled at any time effective at the end of the current paid monthly period. With redeemed gift months, you may stop subsequent paid renewal while the gift period runs to completion. The displayed end date includes the relevant remaining gift months. Redeeming another gift may extend that period but does not restart paid renewal you have stopped. Statutory withdrawal and other mandatory rights remain unaffected.

Cancel through your account or info@copenhagencloset.dk. We confirm cancellation and its effective date electronically. Paid membership remains usable until it ends under the ordinary terms.

On termination, hand the bag to GLS within 3 calendar days after the end date using our return label. You may return it earlier when cancelling, including before 30 days after delivery, without buying Quick Swap. Timely documented handover using the specified label does not cause another membership payment because of subsequent transit time.

Early return does not itself refund an already paid period under ordinary cancellation. Section 18 and mandatory rights remain unaffected.

6. Pauses

You may separately request a pause of 1 to 6 months. There is no initial minimum term to complete first. Membership must be active and the bag returned as described below.

A pause costs DKK 100 per month including VAT instead of the ordinary membership price. Request it through your account or by email, and hand the bag to GLS within 3 calendar days of the request using our label.

With timely documented handover, pause billing starts on the next ordinary payment date. The already paid month is not refunded proportionately.

If handover is late, the pause is postponed and ordinary membership billing continues until documented handover. You can request early resumption from the next payment date through your account.

After the selected pause, the same plan resumes automatically at the agreed price: Basis DKK 650 or Premium DKK 999 per month including VAT, unless a later price change has been agreed or notified under section 19. Resumption is confirmed electronically. Bags cannot be borrowed during a pause.

A pause preserves your membership place during a temporary break. It is voluntary; you can instead cancel under section 5, including during a pause. If membership ends, its place is lost. Future membership requires a new application under the process and any waiting list then applicable; approval is not guaranteed.

7. Range and availability

Basis bags are available under both plans; Premium bags require Premium. Access follows the paid plan. Selecting a Premium bag does not automatically change a Basis plan or authorise a higher payment.

Bags are lent subject to availability, generally first come, first served. No particular model, colour or brand is guaranteed at a particular time.

Bags may be new, used or vintage with documented previous wear. We check authenticity and condition before making them available.

8. Loan periods, rotation and Quick Swap

8.1 Loan period

You can keep a bag while membership is active and payments are completed. Ordinary rotation becomes available 30 calendar days after documented delivery. Delivery of a new bag starts a new 30-day period.

8.2 Ordinary rotation

Start a rotation by selecting Return in your account and hand the bag to GLS within 3 calendar days. You may select another available bag once return has begun, but it is dispatched only after we receive and inspect the previous bag.

Ordinary rotations and their standard shipping are included.

8.3 Quick Swap

To rotate before 30 days, separately order Quick Swap for DKK 500 including VAT. It changes only when rotation becomes available; normal return, inspection and delivery rules still apply.

The 30-day period concerns ordinary bag changes, not a membership minimum term. Return for cancellation, withdrawal or an agreed pause may take place earlier without Quick Swap. A new bag must belong to a collection included in the active plan.

9. Delivery

We use GLS or another identified carrier. Standard delivery is included.

Delivery information and available delivery-location choices appear during ordering.

Risk passes to you on delivery to you or your designated person. Unattended delivery or delivery without a personal receipt occurs only where you chose or accepted it with the carrier.

We record condition before dispatch and provide a bag-specific handover list covering the bag, packaging and accessories.

Check the delivery and report visible pre-existing damage or missing parts to info@copenhagencloset.dk within 24 hours. This does not restrict objections about hidden or not immediately identifiable issues.

10. Returns, packaging and transit risk

Return bags as instructed using our issued or reissued label. Use the original box and include all supplied parts, including dustbag, cards, straps, locks and accessories, unless otherwise agreed in writing.

Use a staffed GLS drop-off point if we require it. Package and close the parcel securely and keep the handover receipt.

When using our specified label and method, your transit risk ends at GLS’s first scan. Using another carrier, label or packaging method without written approval leaves risk with you until we physically receive the bag.

Cooperate in good faith with transit damage or loss investigations, including preserving packaging, providing photos and necessary information. Our carrier agreement does not limit your mandatory rights.

11. Use and care

Only the member may use the bag for private, non-commercial purposes. It may not be lent, sublet, resold, pledged or otherwise handed to another person.

Treat the bag carefully, follow care instructions and protect it from rain, liquids, cosmetics, oil, smoke, strong heat, pets and other influences inconsistent with ordinary careful use.

Do not clean, repair, impregnate, dye, alter or otherwise treat the bag without our prior written agreement.

12. Condition, ordinary wear and damage

12.1 Ordinary wear

You do not pay for ordinary wear: minor expected signs from correct careful use. Our routine cleaning between loans is paid by us and does not become damage merely because it is professionally performed.

12.2 Cleanable damage

An isolated stain or surface effect beyond ordinary wear and routine cleaning that a professional assessment finds can be completely removed by cleaning without repair, restoration or replacement parts.

12.3 Damage requiring repair

Damage needing repair, restoration or replacement parts, such as breaks, cracks, holes, broken hardware, deep discolouration or structural damage.

12.4 Total loss

A bag is a total loss if reasonable professionally appropriate costs cannot restore an authentic, safe, lendable condition, or documented necessary costs exceed its documented current value.

12.5 Liability

Where you are liable under general Danish law, we may claim direct, documented and reasonable cleaning or repair costs.

We deduct ordinary wear and take pre-existing damage and previous condition into account.

13. Cleaning Protection — contractual waiver of damage charges

You may separately choose Cleaning Protection for DKK 100 per month including VAT. It is an optional membership extra and a contractual limitation of our own claim against you, not insurance.

Where it applies, we arrange necessary professional cleaning without charging you its cost. We choose the provider. Do not arrange cleaning or treatment on our behalf.

Eligible cleanable damage means an accidental stain or surface effect, including simple negligence, that professional assessment finds can be completely removed by cleaning without repair, restoration or replacement parts.

There is no excess or fixed limit on the number of eligible cleanings. For each incident the waiver is limited to our direct, documented and reasonable professional cleaning costs for which you could otherwise be liable.

When selected with initial membership, the extra is paid alongside the membership and starts after the first confirmed payment. A later addition starts no earlier than the next ordinary payment date. If you already hold a bag, later activation requires its return or our approval of documented current condition. Cover is not retrospective and only applies to a bag handed over or condition-checked while the extra is active.

Removal takes effect from the next ordinary payment date. We may require return or a condition check to document damage occurring while the extra was active. This check carries no separate fee and is not Quick Swap.

Report potentially eligible damage by email without undue delay, follow reasonable instructions and do not clean or treat the bag yourself. Late reporting limits the waiver only to the extent it actually impaired documentation or remedy.

Exclusions: ordinary wear and routine cleaning; intentional or grossly negligent damage; repeated or clear disregard of care instructions; use by third parties; repair, restoration, replacement parts or permanent discolouration; total loss; loss or theft; missing accessories; pre-existing damage; and transit damage handled between us and the designated carrier.

14. Damage evidence and objections

We record condition before dispatch and after return. A claim is supported by relevant before/after photos, external cleaning or repair documentation or valuation and a calculation.

You have 14 calendar days after receiving the evidence to object in writing.

We consider your objection before seeking recovery of a disputed claim.

Undisputed claims are payable using the invoice or separate payment link.

Subscription authorisation is not automatic consent to pay damage claims.

15. Loss, theft and valuation

Contact us immediately about loss, theft or suspicion of either.

For theft, also report it to the police and provide evidence of the report.

You are liable under general Danish law for documented loss caused by your intentional conduct, negligence or breach.

For loss, theft or total loss, current value is based on documented condition immediately before the incident and market prices for a comparable authentic bag in comparable condition. We generally use at least 3 relevant comparable market references and send you the calculation.

16. Late or missing return

If you miss the relevant 3-day handover deadline, we may cancel a pending rotation and suspend access to new bags.

For non-return, we send a written demand allowing another 7 calendar days. If it is still not returned, we may claim documented loss, including current value under section 15.

We do not automatically charge a card for bag value or a disputed claim without separate valid payment consent.

17. Purchasing a bag

A purchase is separate from membership. Request an offer by email. We may send a bag-specific written offer identifying the bag, known condition and defects, total price including VAT, payment link, withdrawal information and purchase terms.

Unless the offer expressly says otherwise, the purchase agreement is made by payment through the separate link. Ownership transfers on full payment.

Where you already physically hold the bag, the 14-day withdrawal period runs, for clarity, from conclusion of the purchase agreement and receipt of mandatory information on a durable medium. Returns on withdrawal follow the separate purchase terms.

Bag sales will not be activated until the separate terms and payment/confirmation flow are available.

18. Withdrawal from membership

Distance contracts generally carry a right to withdraw within 14 days of conclusion.

To start membership and service during this period, you must expressly request early start separately during application or checkout. If you later withdraw, we may charge proportionately for service actually supplied up to your notice, only if the legal conditions are met.

Send an unambiguous notice to info@copenhagencloset.dk or use the form in Appendix 1. Return any received bag without undue delay and within 14 days of notice using our return label.

You may also use Withdraw from contract at https://www.copenhagencloset.dk/en/gift-cards/withdraw (Danish: /gavekort/fortryd), stating that your notice concerns membership. It records the content and time and provides a receipt you can save. You can still contact us by email.

For gift-funded membership, actual service supplied is assessed separately. Recording a month as used does not itself prove that all service for that month has been supplied. Any proportionate deduction requires the legal conditions, including an express early-start request and correct information. Withdrawal from the gift purchase, withdrawal from membership and an eligible holder’s payout claim are distinct; the same value is not refunded twice.

19. Changes to prices and terms

We may change prices or the Terms for objective reasons such as legislation, official requirements, security, documented significant cost changes or necessary payment/logistics changes.

Material adverse changes are individually notified on a durable medium at least 30 days in advance and do not apply retrospectively to an already paid period.

If you do not accept a notified material change, you may cancel no later than when it takes effect.

20. Suspension and termination for breach

We may suspend delivery, rotation or an account for reasonable suspicion of fraud, security breaches, non-payment, non-return or other breach.

For non-material breach, you generally receive a reasonable opportunity to remedy it. We may terminate immediately for material breach where immediate termination is reasonable in the circumstances.

Return the bag under section 10. Termination does not affect accrued payments or documented compensation claims.

21. Liability and force majeure

We are liable under general Danish law. Nothing limits liability or consumer rights that cannot lawfully be limited.

We are not liable for delay or non-performance caused by extraordinary circumstances beyond our reasonable control that could not reasonably be foreseen or overcome. We inform you as soon as possible and seek to limit the effect.

22. Personal data, cookies and marketing

We process personal data in accordance with our privacy policy.

The policy explains purposes, legal bases, recipients, retention and rights.

Condition and handover records are generally deleted 12 months after the relevant loan ends if no damage or dispute is identified. Material for a specific claim may be retained longer where needed to establish, exercise or defend it.

Cookies and electronic marketing require separate consent or another independent lawful basis. They are not a condition of accepting the Terms unless a technology is strictly necessary for the service.

23. Complaints, governing law and disputes

First contact Copenhagen Closet ApS at info@copenhagencloset.dk, +45 42 44 55 25 or Rådmandsgade 40D, 2200 Copenhagen N.

If no solution is found and the conditions are met, you may complain to Mæglingsteamet for Forbrugerklager at Nævnenes Hus and then, where applicable, Forbrugerklagenævnet. Information and the complaint portal are at www.naevneneshus.dk.

Danish law applies. Disputes may be brought before the competent Danish courts subject to mandatory consumer jurisdiction rules.

24. Assignment and severability

We may assign the agreement to a group company or purchaser of our business if your rights are not reduced and you are informed.

An invalid or unenforceable provision does not invalidate the remaining provisions unless it was essential to the agreement’s overall balance.

Appendix 1 — withdrawal instructions and model form

A. Withdrawal instructions

You may withdraw from membership without giving a reason within 14 days.

The period expires 14 days after the day the agreement was concluded.

Notify Copenhagen Closet ApS, Rådmandsgade 40D, 2200 Copenhagen N, info@copenhagencloset.dk, +45 42 44 55 25, with an unambiguous statement. You may use the form below, but it is optional.

You may also use https://www.copenhagencloset.dk/en/gift-cards/withdraw and state that it concerns membership. A receipt is provided. The period may be extended by law where mandatory information was not supplied.

It is sufficient to send notice before the deadline.

Effects of withdrawal

We reimburse all payments received from you without undue delay and within 14 days after your notice, using the same payment method unless expressly agreed otherwise.

If you expressly requested early start, you may owe a proportionate amount for service actually supplied up to your notice where the legal conditions are met.

Return any bag without undue delay and within 14 days of notice using our label and method.

B. Model withdrawal form

Complete and return this form only if you wish to withdraw.

To: Copenhagen Closet ApS, Rådmandsgade 40D, 2200 Copenhagen N, info@copenhagencloset.dk

I hereby give notice that I withdraw from my membership agreement.

Date agreement concluded: _____

Consumer name: _____

Consumer address: _____

Date: _____

Signature (only for a paper form): _____