



LEGO® Bricks & Pieces Terms & Conditions

for Customers in the European Union

These Terms and Conditions apply to all orders from the LEGO® Customer Service Bricks & Pieces selection – whether you order via the web, phone or post. They only apply to consumers and not to retailers or entrepreneurs.

These Terms and Conditions are an agreement regarding your order between you and LEGO System A/S, reg. no. 47458714, Åstvej 1, DK-7190 Billund (from now on referred to as “the LEGO Group, “we”, “our” or “us”), and they go into effect as soon as we accept your order.

Children

We’d like to encourage families to use LEGO.com together and not let children browse our site without supervision. It’s even better if a parent or guardian sits with the child and gets involved, too.

Children can’t place orders with us. Anyone under 18 years of age or who doesn’t possess full legal capacity may not purchase goods themselves.

How it works

Placing your order and order confirmation emails

Once you’ve placed your order, we’ll send a confirmation email to the address you gave us in the checkout. This email is only to show that we’ve received your order. We’ll confirm that we have accepted your order in a separate shipping confirmation. Once this has been sent, the purchase contract comes into effect.

Stock and availability

We can’t guarantee that everything you ordered is available in our inventory at all times. If something you’ve asked for isn’t available at all, we’ll send you an additional email to let you know the changed content of your order and the new price.

We can’t accept orders for parts that are temporarily not available. Should your order include such a part, we’ll cancel the item. If possible, we’ll tell you when we expect it back so you can place a new order for that item.

Shipping confirmations and delivery notes in the parcel

We’ll send you an email when your order has shipped. The shipping confirmation serves as confirmation that we have accepted your order and will include the delivery address as well as a list of the parts you ordered, but no prices. The prices will be included on your order confirmation email and on the delivery note that comes with your bricks.

Order Details etc.

We recommend you save a copy of these Terms and Conditions and our confirmation emails in case you have any questions about your order. If you notice that the information in any of our emails is incorrect, please tell us immediately so we can correct it.





LEGO® Bricks & Pieces Terms & Conditions

for Customers in the European Union

Prices

All prices are stated inclusive of all applicable taxes. We don't offer VAT refunds.

We'll apply the price stated next to the product on the website at the time of your order.

While we do our best to make sure that all prices on our website are accurate, mistakes can happen. If we discover an error in the price of something you've ordered, we'll inform you as soon as possible. Then you can either go ahead with your order at the correct price or cancel it. If we can't reach you by email or phone, we'll treat the order as cancelled.

Delivery Costs

Orders containing Bricks & Pieces and items from LEGO® Shop

Please check the [Shipping and Handling](#) section on LEGO.com/shop for information on delivery costs.

Orders containing only Bricks & Pieces

We add the following shipping and handling fees to all paid parts orders from Bricks & Pieces:

Country	Cost	Currency
Australia	\$15.00	AUD - Australian Dollar
Austria	1,80 €	Euro
Belgium	1,80 €	Euro
Canada	\$4.50	CAD - Canadian Dollar
Czech Republic	80 Kč	CZK - Czech Koruna
Denmark	9.5 kr.	DKK - Danish Krone
Finland	1,80 €	Euro
France	1,80 €	Euro
Germany	1,80 €	Euro
Hungary	900 Ft	HUF - Hungarian Forint
Ireland	1,80 €	Euro
Italy	4,95 €	Euro
Luxembourg	1,80 €	Euro
Netherlands	1,80 €	Euro
New Zealand	\$20.00	NZD - New Zealand Dollar
Norway	23 kr	NOK - Norwegian Krone





LEGO® Bricks & Pieces Terms & Conditions

for Customers in the European Union

Country	Cost	Currency
Poland	12 zł	PLN - Polish Złoty
Portugal	1,80 €	Euro
Spain	1,80 €	Euro
Sweden	11.5 kr	SEK - Swedish Krona
Switzerland	2,80 Fr.	CHF - Swiss Franc
United Kingdom	£2.00	GBP - British Pound
USA	\$2.95	USD - US Dollar

(Replacements of missing or faulty parts are usually sent free of charge and don't incur any shipping and handling fees.)

Payment

Orders from Bricks & Pieces don't qualify for VIP points but you can use VIP points to pay for these orders.

We accept gift cards for payment of Bricks & Pieces orders in Denmark, the UK and Germany.

Credit/Debit card

We accept payment by MasterCard, Visa, Maestro (UK only) and Switch/Solo (UK only). Your credit/debit card will be pre-authorized for payment when you place your order. As part of this authorization process, your bank will place a hold on your account for the purchase amount of the order. The hold will be removed after a number of days determined by your banking institution. You won't be charged for the items until they've been shipped.

We use SSL encryption to protect your payment information and transaction.

Invoice (Germany, Switzerland and the Netherlands only)

We accept payment by invoice in the Netherlands, Germany and Switzerland. However, we reserve the right to ask for pre-payment or credit/debit card payment on any order.

The invoice is sent separately from your order and may arrive up to 5 working days after your order. If you haven't received your invoice after this time, please [get in touch](#) so we can resend it.

When ordering on invoice, you commit to pay within 14 days after you've received your invoice. If you don't pay within this period, you'll be in breach of contract and LEGO System A/S has the right to claim interest for delay of payment at the rate 5 percent above the [ECB base rate](#). The items you've ordered will still legally belong to us until we've received full payment for them.

We send a maximum of 3 reminders to pay your invoice before the debt is placed for collection.





LEGO® Bricks & Pieces Terms & Conditions

for Customers in the European Union

Direct Debit (Germany only)

You can pay by direct debit if both the billing and shipping address is in Germany. Your account won't be charged until your LEGO order has been shipped. Please make sure there's sufficient credit on your bank account to cover the entire purchase amount, as partial debits aren't possible with this payment method.

Delivery

Destinations

We deliver to addresses in the following countries:

- Australia,
- Austria,
- Belgium,
- Canada,
- Czech Republic,
- Denmark (not Greenland and the Faeroe Islands),
- Finland,
- Metropolitan France (not DOM-TOM or Monaco),
- Germany (not Helgoland),
- Hungary,
- Ireland,
- Italy (not San Marino),
- Luxemburg,
- Netherlands,
- New Zealand,
- Norway,
- Poland,
- Portugal (not Madeira)
- Spain (not Ceuta and Melilla, Canary Islands and Andorra),
- Sweden,
- Switzerland,
- the United Kingdom (not Channel Islands, Jersey, Guernsey or Gibraltar), and
- the United States.

We generally replace parts that were missing or faulty in a new LEGO set free of charge. We strive to make this free replacement service available to all LEGO builders, wherever they are in the world.

We reserve the right to change the availability of the Bricks & Pieces service at any time without prior notice.

Delivery Times

Orders from the LEGO Shop, from Pick a Brick and from the Bricks & Pieces selection are shipped separately. The usual delivery time of depends on the shipping address.





LEGO® Bricks & Pieces Terms & Conditions

for Customers in the European Union

LEGO® Shop and Pick A Brick Orders

Please see the [Shipping and Handling](#) section of the LEGO Shop for information.

Bricks & Pieces Orders

The times given in the following table are estimates:

Country	Delivery Time in Working Days
Australia	21
Austria	7-10
Belgium	7-10
Canada	10-14
Czech Republic	7-10
Denmark	7-10
Finland	7-10
France	7-10
Germany	7-10
Hungary	7-10
Ireland	7-10
Italy	7-10
Luxembourg	7-10
Netherlands	7-10
New Zealand	21
Norway	7-10
Poland	7-10
Portugal	10-15
South Korea	10-15
Spain	7-10
Sweden	7-10
Switzerland	7-10
United Kingdom	7-10
USA	7-10

Liability for delay of delivery

We do our best to deliver your order within the estimated time frame. Occasionally, unforeseen events lead to inevitable delays. If your order doesn't arrive within the estimated time, we'll update you with a new delivery time frame. If your order still isn't delivered within that additional period of time, you have the right to cancel the order.





LEGO® Bricks & Pieces Terms & Conditions

for Customers in the European Union

Liability for damage during transport

LEGO System A/S carries the risk and liability for damage to your order during transport. Our liability ends when the order has been delivered to you (or someone appointed by you). If you return your order, you'll have the risk and liability for damage to the goods during transport until we've received them.

Right of withdrawal

This agreement goes into effect as soon as we accept your order. You have the right to withdraw from it within 90 days of receiving the first item of your order. You needn't give us any reason for your withdrawal.

To do so, you must clearly inform LEGO Customer Service about your decision before the 90 days have passed, and then return your order to us. To meet the deadline, just call us, send us an email or a letter before the 90 days since receiving your order have passed. We reserve the right to ask you to notify us in writing.

Effects of withdrawal

If you withdraw from this contract, we'll reimburse you for any payments we've already received from you, including the cheapest type of shipping fee. We'll process your reimbursement as quickly as possible. It won't take longer than 14 days after we're informed about your decision to withdraw from this contract. However, we may delay the reimbursement until we've received the goods back or you've sent us a proof of postage.

For reimbursement, we'll use the means of payment that you used to pay for your order, unless you've agreed otherwise. In any event, you won't incur any fees as a result of such reimbursement. The returned goods must be in substantially the same condition and quantity as when they were delivered.

Exceptions from the right of withdrawal

The right of withdrawal doesn't apply to non-prefabricated bricks and pieces made to your specification, i.e. parts produced on the basis of your individual choice or decision.

Please [get in touch](#) with us if you have any questions about withdrawing from this contract or returning your order.

Complaints

We hope you'll never have reason to complain. If you're unhappy with your order, please [get in touch with us](#) and we'll do our best to make it right. We record our calls to make sure our customer service is always a brick above the rest. If you'd prefer us not to, please let us know and we can switch it off.

We'll handle any complaints in accordance with all relevant national laws.





LEGO® Bricks & Pieces Terms & Conditions

for Customers in the European Union

Faulty products

If you should ever find a faulty or broken LEGO piece in your order, we'll replace it free of charge or refund you for the faulty item. We handle such cases in accordance with consumer law.

Please keep any faulty or broken items until you've received your replacement because we may ask you to return it to our Quality Department for inspection. After all, we want to make sure the fault doesn't happen again. If we ask you to return something to us, we'll pay for your shipping fees either upfront or as soon as you've sent us the receipt for the postage cost, depending on local circumstances. Please note the special rules regarding damage claims as stated in the previous clause.

How to contact LEGO Customer Service

If you have any questions, comments or complaints please don't hesitate to get in touch. You'll find our contact details on LEGO.com/service.

Electronic Communications

When visiting LEGO.com or sending us emails, you're communicating electronically with us. We communicate with you electronically by email or by posting notices on the website. By agreeing to these terms and conditions, you consent to receive emails from us. You also agree that our emails and notices on our website count as written communication as legally required by law. This clause does not affect your statutory rights.

Liability

We assume no liability other than what's required under law. We can't be held liable for any indirect or consequential losses such as loss of or damage to data as a result of using the LEGO website.

Portrayal of Products

While we do our best to portray items accurately, slight variations may occur. All measurements quoted are approximate. In product photos, colours are as true to life as possible. Photo and publishing technology set some limitations though. You may see some variations in colours due to the calibration and settings of your computer screen or device.

Attention to detail is very important to us. Still, typing errors can happen. In such cases, we'll correct the error and follow the correct information.

Severability clause

Should any part of these conditions be deemed unlawful and invalid and thus not enforceable, this won't affect the validity and enforcement of the rest of the conditions.

Fair Play

You're not allowed to use our products for commercial purposes such as promotional campaigns, marketing and PR. Neither can we allow you to associate LEGO parts with any other company's name or logo. For more details, see our ["fairplay" policy](#).





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for Customers in the European Union

Retailers/businesses

These conditions only apply to consumers and not to retailers or entrepreneurs. We define retailers or entrepreneurs as those who place orders for products which aren't intended for personal use. In these circumstances, we can cancel the order without being liable in any way.

Governing law and jurisdiction

These conditions are governed and construed in accordance with the applicable law.

