

Terms and conditions

Version of 10 October 2026

1. Who we are

StugaWatch is the trading name of Andrew Lyeklint Hancock, a sole trader (enskild firma) in Sweden, approved for F-tax and registered for Swedish VAT. The business is not entered in the trade register (handelsregistret).

Address: Skånes Fagerhult, Sverige (the full postal address is under Company details: <https://stugawatch.com/company/>). Email: hello@stugawatch.com. Phone: +46 76 686 23 13. Company details: <https://stugawatch.com/company/>

2. How a contract is made

The contract is made in four steps:

- You ask for a quote: with the order form on our website, in the chat, on WhatsApp, Telegram or SMS, by phone or by email. You get an estimate. Asking for a quote is free and doesn't bind you.
- Andy sends you a written offer by email with a fixed price, valid for 14 days. It comes with the information the law requires, these terms and the standard withdrawal form, as PDFs.
- You open the offer on My StugaWatch (you sign in with a link sent to your email) and check it. If anything is wrong, don't accept it: ask us for a corrected offer. The contract is made when you press "Order with obligation to pay".
- We confirm by email straight away, with the offer, these terms and the withdrawal form as PDFs.

Our AI assistant (chat, WhatsApp, Telegram, SMS and phone) answers questions and gives estimates, but never makes a contract: you always get a written offer. Nothing agreed by phone or in person binds you until you accept a written offer online. Every fixed price is set by Andy, not by an automated decision.

Contract languages: English, Swedish, Danish, German and Dutch; the contract is in the language you use with us. We keep the offer, your acceptance and these terms; you get them by email and can see them on My StugaWatch. No code of conduct applies.

3. The services

- Winter watch package (2026/27): 10 check visits, about every two weeks from November to March, plus a check after a severe storm. At each visit we look for leaks, damp, mice, damage and heating faults, take in the post, and send you a written report with photos the same day. Key holding is included. It starts with a start-up visit (a walk-through of the house, the keys, and photos to compare against later); the regular visits follow after the 14-day withdrawal period.
- Closing the house in autumn: draining the water as agreed, setting frost-protection heating, checking for anything that could freeze. Opening in spring: water back on, a leak check, starting the heat pump.
- Key holding: we keep a key, labelled with a code and never with your address, and let in cleaners, tradespeople and deliveries when you ask. Every use is logged.
- Small jobs: minor repairs at 450 SEK an hour plus materials. Cleaning and work by partner tradespeople are quoted separately. StugaWatch sells you the whole job and is responsible for it, also when a partner does it.

Visits are made on route days; the offer says when, and we agree the dates with you.

We do the work with care and as a professional would, under the Swedish Consumer Services Act (konsumenttjänstlagen). Regular visits reduce the risk of damage but can't rule it out: keep your own home insurance.

4. Prices

All prices are in Swedish kronor (SEK) and include 25% Swedish VAT. The fixed price in your offer is what you pay: nothing that isn't in the offer's summary is charged.

- Zone 1, up to 60 km by road from Skånes Fagerhult: travel is included. Each visit's price includes 50 SEK of travel, which the invoice shows on its own line.
- Zone 2, up to 100 km by road: travel of 150 SEK–250 SEK is added per drive, as the offer states.

- Further out there is no standard price.

Estimates (on the website, in the chat or on the order form) are not binding. Work beyond the offer is done only after you have agreed to it separately. If we give you an approximate price for extra work, the final price will not exceed it by more than about 15%.

5. Payment

You pay by card through Stripe, or by invoice with 14 days to pay. Packages are paid in advance. Work with a RUT or ROT deduction is paid once it is done. The offer says which applies. If you have credit from our referral scheme, it is taken off your next invoice as a separate discount line before any RUT or ROT is worked out: <https://stugawatch.com/referrals/>

6. RUT and ROT

Prices are always shown in full. You may be able to use RUT (50% of the labour cost of caretaking visits and cleaning) or ROT (30% of the labour cost of repairs) if you are obliged to pay tax in Sweden without limit, or are a non-resident who has chosen Swedish taxation; you are 18 or over; and the house is your home or holiday home. The cap is 75,000 kr a person a year for RUT and ROT together, of which ROT at most 50,000 kr (2026). Most owners who live abroad are not eligible.

If you are eligible, we take the deduction off the invoice and claim it from Skatteverket. If Skatteverket refuses it, in whole or in part, you pay the full amount. Travel and materials never carry a deduction, and for now neither do key holding, opening or closing.

7. Term and ending the contract

- The winter package runs for one season, November to March, and then ends by itself. It does not renew automatically: before the next season we email you an offer that you can renew with one click.
- You can cancel the winter package during the season. Visits already made are paid for; for the visits still to come we refund 75% of their price. The rest covers the route days and the time we have set aside for your house. If our actual loss is smaller, you can ask us to show it and you pay only that (Swedish Consumer Services Act, section 42).
- We can end the winter package only for a good reason, for example if we can no longer serve your area, and then refund all remaining visits in full. You and we can end key holding at any time with one month's notice.
- A one-off job (opening, closing, a small job, cleaning) ends when it is done.
- When the contract ends, you get your keys back.

The right of withdrawal (section 8) is separate and needs no notice period.

8. Right of withdrawal

You can withdraw from the contract within 14 days of the day it was made (the day you accepted our offer), without giving a reason.

To withdraw, use "Withdraw from contract here" (<https://stugawatch.com/withdraw/>): the link is at the bottom of every page and on My StugaWatch. You can also tell us by email (hello@stugawatch.com) or by letter (Skånes Fagerhult, Sverige (the full postal address is under Company details: <https://stugawatch.com/company/>)), or use the standard withdrawal form (at the end of these terms, and as a PDF), though you don't have to. It is enough to send it before the 14 days are over. We confirm straight away that we have received it.

We refund everything you have paid within 14 days of hearing from you, the same way you paid, unless we agree otherwise. It costs you nothing.

If you asked us to start within the 14 days and then withdraw, you pay for what has been done until you told us, in proportion to the whole contract. If you didn't ask, nothing starts before the 14 days are over, and you owe nothing for work done if you withdraw.

For a one-off job, you lose the right of withdrawal once the job has been fully performed, if you asked us to start within the 14 days and confirmed that you knew this.

The winter package starts with a start-up visit, priced on its own line. If you ask, we do it within the 14 days: once it is done, it is done and paid for. The season's regular visits only begin after the 14 days, so

you can still withdraw from them free of charge.

Withdrawing from or cancelling the winter package also removes a free spring opening from the founding offer.

9. Founding offer

The first 10 houses that book and pay for the 2026/27 winter package get one spring opening with no charge for the opening work. Zone 2 travel is still charged. A house counts once its winter package has been accepted and paid. The offer ends when 10 houses have it or on 2027-03-31, whichever comes first, and the website shows how many places are left. Withdrawing from or cancelling the winter package removes the free opening. The winter package costs the same with or without it. The founding offer can be combined with referral credit.

10. Complaints

If something isn't right, tell us within a reasonable time after you noticed it (within two months always counts as reasonable): by email to hello@stugawatch.com, by letter to Skånes Fagerhult, Sverige (the full postal address is under Company details: <https://stugawatch.com/company/>), or on My StugaWatch. We answer in writing. You have the rights the Swedish Consumer Services Act gives you, such as having a fault put right, a price reduction or compensation.

11. Disputes

If we can't agree, you can turn to the National Board for Consumer Disputes, Allmänna reklamationsnämnden (ARN), Box 174, 101 23 Stockholm, Sweden, www.arn.se. ARN hears disputes free of charge, also for consumers who live in another EU country. If we reject a complaint in whole or in part, we tell you in writing whether we will take part in ARN's handling of it.

You can also take the dispute to court.

12. Applicable law and courts

Swedish law applies to the contract. The services are performed only at the property in Sweden. This does not take away the protection that mandatory consumer law gives you. As a consumer you may bring a case in the courts of the country where you live, and we can sue you only there.

13. Personal data

How we handle your personal data is in our privacy policy: <https://stugawatch.com/privacy/>

Standard withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To: StugaWatch – Andrew Lyeklint Hancock, Skånes Fagerhult, Sverige, hello@stugawatch.com

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*),

Ordered on (*)/received on (*)

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s) (only if this form is notified on paper)

Date

(*) Delete as appropriate.