

GENERAL TERMS AND CONDITIONS

SCOPE

These General Terms and Conditions (GTCs) shall apply for the sale and delivery of merchandise by AM DORFPLATZ 8 / Bettina Stoisser-Hubmann, headquartered and place of business in 8410 Weitendorf, Austria, Am Dorfplatz 8, and for the sale of products in the online shop operated by Bettina Stoisser-Hubmann. Unless expressly agreed otherwise, our GTCs, which have been disclosed to the contractual partner, shall apply. The contract language shall be German.

RANGE OF PRODUCTS SOLD

The range of products sold by AM DORFPLATZ 8 / Bettina Stoisser-Hubmann is subject to change and is available only while supplies last. Due to the limited supply of individual products, products may sell out during your online order. In such cases, AM DORFPLATZ 8 / Bettina Stoisser-Hubmann reserves the right to offer you alternative products. Only these GTCs and the current terms of delivery and payment of AM DORFPLATZ 8 / Bettina Stoisser-Hubmann shall apply. Alternative arrangements shall apply only if confirmed in writing by Bettina Stoisser-Hubmann.

ORDERS

By submitting an order, the customer accepts our general terms and conditions of sale and delivery. Changes to orders shall only be valid if agreed by both parties in writing. Orders can be placed by telephone, by e-mail or online. In the event an item is out of stock, we shall inform you without delay by telephone, by e-mail or online. Once a customer's order is received, the customer shall receive an order confirmation and a list of the value of the items ordered and the expected shipping charges. Note that no contract between us and the buyer shall be considered entered into until an order is confirmed or delivered.

Our products are shipped directly to our customers by Dynamic Parcel Distribution (DPD). They are insured up to a merchandise value of EUR 520.00.

DELIVERY

Orders shall be delivered to the address provided by the customer within seven (7) business days. The customer shall cover all additional costs resulting from incorrect, incomplete or unclear information provided by the customer. In the event that the ordered items are not collected on time, we reserve the right to cancel the contract after setting a final deadline. If acceptance of the delivery is refused without cause, the customer shall be billed for delivery and return costs.

PAYMENT AND PRICES

Orders are processed on receipt of prepayment. Items shall be shipped once the invoice amount has been credited to our account.

All prices are gross prices and are valid only for telephone, e-mail and online orders. Shipping costs shall be calculated according to expenditure and charged in addition to the sales price. For deliveries outside of Austria, export and import charges for the country shall also be charged.

COMPLAINTS

Merchandise delivered by us must be checked for damage and completeness without delay. Any damage or complaints must be received within 5 days of receipt of the merchandise. Transport damage should be recorded and complaints regarding transport damage should be made immediately on acceptance of the delivery.

CONSUMERS' RIGHT TO WITHDRAW FROM A CONTRACT (CANCELLATION)

Consumers have the right to withdraw from a contract entered into via the online shop or away from business premises within fourteen (14) days without giving any reason, provided no legal exception applies.

The withdrawal period is fourteen days from the day on which the consumer or a third party named by the consumer who is not the carrier last took possession of the merchandise, or, in the case of separate delivery of merchandise that is part of a single order, fourteen days from the day on which possession was taken of the last merchandise.

To exercise this right to withdraw from the contract, consumers must inform Bettina Stoisser-Hubmann, address: Am Dorfplatz 8, A-8410 Weitendorf, e-mail address: hier@amdorfplatz8.at, of the decision to cancel the contract via an unequivocal declaration (such as a letter, fax or e-mail). Consumers can also use the sample cancellation form provided as an example at www.amdorfplatz8.at.

The cancellation deadline shall be considered met if the wish to withdraw from the contract is sent to Bettina Stoisser-Hubmann before the deadline.

The buyer shall be reimbursed for the purchase price paid in exchange for returning the merchandise but shall be responsible for covering the return costs. If the merchandise is returned freight collect, Bettina Stoisser-Hubmann shall be entitled to deduct or bill an equivalent amount. Merchandise must be returned in its original packaging solely to the following address:

Bettina Stoisser-Hubmann, Am Dorfplatz 8, A-8410 Weitendorf.

For items that show signs of use, an appropriate charge shall be collected for the decrease in value. The same shall apply for merchandise returned without accessories or parts.

WARRANTY AND DAMAGES

The customer must immediately inspect merchandise delivered by us for any damage. In the event of a justifiable complaint regarding damage, it shall be at our discretion to remedy the damage that was the subject of the complaint or to deliver a replacement. If we are not able to deliver a replacement, the customer shall be entitled to request a price reduction. In addition, the legal provisions of the General Civil Code (Allgemeines Bürgerliches Gesetzbuch) shall apply.

All prices are listed in EUR, including VAT.

Delivered merchandise shall remain our property until payment is received in full (including any additional charges).

Place of jurisdiction is Leibnitz.