

General Terms and Conditions

§ 1 Offer and Conclusion of the Contract

- 1.1. The seller will accept your order by sending an order confirmation. The email will contain all relevant information about the order and the general terms and conditions.
- 1.2. The language of communication is German.
- 1.3. Any amendments to these terms and conditions shall be inapplicable unless agreed to in writing by the seller.

§ 2 Copyright

- 2.1. Roswitha Bucher-Sakowski owns all copyright on these products. Copying, modifying or selling, whether in whole or in part, without prior written permission is prohibited.

§ 3 Prices and Delivery Costs

- 3.1. All prices quoted in the web shop exclude delivery costs.
- 3.2. The currency is the Euro.

§ 4 Payment and Delivery

- 4.1. Orders will be dispatched on receipt of payment.
- 4.2. Payment can be made through Bank Transfer direct debit or PayPal.
- 4.3. Delivery is usually made within 7 working days, but not later than 15 days after confirmation of receipt of payment.
- 4.4. Unless a binding delivery date has been explicitly agreed, all delivery dates are non-binding.
- 4.5. The seller is not liable for any damage resulting from delayed delivery or non-delivery.
- 4.6. Delivery will be made to the address specified by the customer. In the case of incorrect or unclear information given by the customer, the customer will bear all costs arising therefrom.

§ 5 Reservation of Title

- 5.1. Ordered goods shall remain the property of the seller until payment has been received in full.

§ 6 Damages in Transit

- 6.1. If goods are delivered with obvious damage to the packaging or contents, the customer should promptly make a complaint to the carrier and immediately contact the seller.
- 6.2. Risk of loss or damage to the goods shall pass to the customer as soon as the seller has delivered the product to the customer or a prior defined third party.

§ 7 Right of Withdrawal

- 7.1 The customer is a consumer under the Austrian Customer Protection Act and has the right to withdraw from a purchase agreement within 14 days of the receipt of goods without giving reasons.
- 7.2. In order to exercise the right of withdrawal, the customer shall inform the seller submitting a clear declaration within that period (email: ro@bucher-sakowski.at) stating the decision to withdraw from the purchase agreement.

§ 8 Consequences of Withdrawal

- 8.1. In the case of an effective withdrawal, the seller will refund all payment, deducting the delivery costs, without undue delay and within a period of 14 days from which the goods are returned to the seller in an unused and resalable condition.
- 8.2. The customer shall bear the direct costs for the return of the goods.
- 8.3. The customer is required to pay for any possible loss of value to the goods.

§ 9 Warranty

- 9.1. Unless otherwise agreed, the statutory warranty provisions apply. The warranty applies exclusively to defects already existing at the time of delivery of the goods. The warranty claim expires for damages resulting from improper handling and use of the purchased item.

§10 Final Provisions

- 10.1. All agreements and legal relations, including these terms and conditions, between the customer and the seller are subject to Austrian law.
- 10.2. The place of jurisdiction is in Klagenfurt/Austria.
- 10.3. Should any individual provision of these terms and conditions be or become ineffective, deemed unlawful or unenforceable by a relevant court or authority, the remaining provisions will remain in full force and effect.

Data Protection Declaration

Your personal data (name, address, contact details) is exclusively processed for the purpose of answering your inquiries and does not get forwarded to any third party. In case of a purchase, data is processed for the fulfillment of the contract, settlement, assertion of contractual claims and for customer service purposes. Your data is only recorded for the duration of the business relationship or for legal storage obligations.

Impressum gem. § 24 MedienG & Offenlegungspflicht gem. § 25 MedienG

The website of Roswitha Bucher-Sakowski is an information and service facility for customers and the interested public. Roswitha Bucher-Sakowski, Radetzkystraße 9, A-9020 Klagenfurt