

## General Terms and Conditions

1. The purchase contract is concluded when the buyer places an order, either in writing or verbally. Our general terms and conditions of sale form a binding part of all contractual relationships with our customers.
2. Complaints must be submitted to the seller in writing within 14 days of receipt of the goods and before any modifications are made. Deviations in quality, colour, finish or from the sales sample that are customary in the trade or technically unavoidable do not constitute grounds for complaint, in accordance with DIN 3416 to 3419. Any warranty obligation is in all cases limited to replacement with goods of equivalent value.
3. Goods manufactured or modified to customer specifications cannot be returned or exchanged under any circumstances.
4. Given the wide range of possible uses, the buyer is responsible for checking the suitability and applicability of the products for each intended use.
5. If the payment terms are not met, the seller is under no obligation to make further deliveries. The credit limit is CHF 500.00.
6. In the event of debt collection proceedings, all discounts will be forfeited. All debt collection costs will be charged to the buyer.
7. Offsetting disputed counterclaims against amounts owed and withholding payment of invoices that are due are not permitted.
8. Payment: Interest on overdue payments will be charged from the due date at a rate of 1% Per month.
9. Retention of title: The delivered goods remain the property of the seller until payment has been made in full.
10. Data protection: To process your orders, we store your address and order-related data. Otherwise, your data will be treated confidentially and will not be disclosed to third parties unless necessary for order processing (e.g. credit checks). Your rights under Swiss data protection law are respected.
11. The place of jurisdiction is St. Gallen, and Swiss law applies. The German-language version of these general terms and conditions of sale shall prevail.