

# **DYSTERA General Terms and Conditions of Business**

## **I. Explanation:**

The items publicised by us online can be obtained directly from us by email. After the receipt of your order you will receive from us a confirmation by email with the bank details for payment in advance. For your order please use exclusively the email address intended for this purpose (sale@dystera.com).

## **II. Conclusion of contract**

The contract of sale between DYSTERA and the customer only becomes legally valid after the dispatch of a confirmation email by DYSTERA with the bank details to the sender. However the conclusion of the contract does not come into force until receipt of the advance payment from the customer.

## **III. Prices:**

Our prices are valid from January 2009 inc. VAT. Prices and goods on offer may be changed without notice. If nothing different is detailed prices are per item.

## **IV. Delivery:**

The delivery of the products ordered will be carried out immediately after receipt of payment. We make every effort to process your order quickly but cannot always avoid lengthy delivery times as we are a direct sales company. We thank you for your understanding.

## **V. Returns/Complaints:**

### *a. - Complaints:*

All the products supplied by us are dispatched with packaging specially designed for this so it rarely happens that our dispatched products come to any harm.

### *b. - Returns:*

If however, in spite of that, damage should occur to a product please return the defective product to us and we will of course replace it immediately.

## **VI. Payment terms:**

Orders are to be paid for in advance or in cash. Payments must be carried out at no charge to us, all transfer costs arising and bank charges are charged or debited back to the customer.

## **VII. Final Provisions:**

With an order every customer confirms that he/she has read carefully the terms and conditions of business listed here and is in full comprehensive agreement with them.

## **VIII. Jurisdiction:**

The jurisdiction for any and all disputes shall be Arlesheim (BL) Switzerland.