

General terms and conditions - help2type

Version 1 - Thun, 25 June 2020

Scope of application:

These general terms and conditions apply to all orders placed by customers via the online shop of help2type. With the confirmed order these general terms and conditions are considered as accepted by the customer.

Offer and conclusion of contract:

The products and prices in the online shop are considered as an offer. By clicking the button (Order) the customer makes a binding order of all products listed on the order page. help2type GmbH reserves the right to change the prices of the offered products and services at any time. Decisive for the conclusion of the purchase contract is the price in the online shop at the time of the order.

Order:

The product is not subject to value added tax. Payments must be made in Swiss francs or, if another currency is used, at the conversion rate. The payment options indicated as means of payment in the online shop are available.

Payment is made by cash in advance. The products are reserved until the payment deadline of 19 calendar days. After that the validity of the order expires.

Delivery:

The product will be shipped as soon as help2type GmbH has received the payment. If help2type GmbH is in default of delivery, the customer has the right to withdraw from the contract from the 30th calendar day after confirmation of payment. In this case help2type GmbH will refund the already paid amount. There are no further claims against help2type.

The shipment is worldwide. If the product is available, the delivery time in Switzerland is a maximum of 7 working days. However, due to production or delivery bottlenecks, delivery may be delayed. For this reason, information on availability and delivery time is not guaranteed and may change at any time.

Returns:

The return period is valid from the date of dispatch. Subject to some exceptions below, products ordered from help2type GmbH can be returned within 30 days.

In the following cases help2type GmbH cannot offer a return:

- For damaged articles
- If the original packaging is no longer available
- If accessories are missing

Full refund on the purchase price:

- The item is in unopened, undamaged original packaging.

In this case, the return costs lie with the sender.

In the following cases the return costs will be paid by help2type GmbH:

- On receipt of an incomplete order
- Upon receipt of a damaged or malfunctioning product
- On receipt of an article other than ordered

Warranty:

help2type GmbH guarantees the keyboard to be free of defects and to function properly for 2 years after delivery. In the event of damage due to improper handling, the guarantee provided by help2type GmbH is void.

All further, in particular the legal regulations for warranty are excluded.

Data protection:

Data necessary for processing the order will be stored for three years. A deletion can be requested in writing at any time. Contravention by third parties is not subject to the correctness of help2type GmbH.

Liability and exclusion of liability:

The liability is based on the applicable legal regulations. In the following cases help2type GmbH declines any liability:

- Improper storage, discontinuation or use of the products in breach of the contract or the law.
- Failure to maintain and/or improper modification or repair of the products by the customer or a third party.
- Force majeure, especially damage caused by natural forces, humidity, fall and impact etc. which are not caused by help2type.

Applicable court and place of jurisdiction:

All legal relations between help2type GmbH and the customer are subject to Swiss law. Exclusive place of jurisdiction for all disputes between help2type GmbH and the customer is Bern, Switzerland.