

General Terms and Conditions of Trading

General terms and conditions for online shopping at: " "

Referred to in the agreement as G.O.T.

1. Validity

For trading between G.O.T. and our customers only the following general terms and conditions will be applicable and valid as stipulated at the time of ordering. Any terms and conditions deviating from those stipulated below will not be recognised by G.O.T. unless G.O.T. has explicitly agreed to these in writing. G.O.T. will not recognise or accept any terms and conditions of trading other than those outlined below.

2. Cancellation and Right to Refuse

G.O.T. will be obligated to honour and accept all orders according to the terms and conditions as outlined on this website. In the event of errors concerning print, language and calculations we reserve the right to refuse and to stop processing an order.

3. Delivery

Unless agreed otherwise, deliveries will be made from our warehouse to the address as stipulated in the order by the ordering customer. The customer will automatically accept full responsibility of the goods and their deliveries as soon as the goods have been dispatched from our warehouse. This also applies in the case of partial deliveries or several items pertaining to one order being dispatched separately. Any information surrounding estimated dates of delivery provided by G.O.T. will be non-committal unless a delivery date has been explicitly agreed and guaranteed by G.O.T. in writing.

Unless specified otherwise, all items pertaining to the same order will be dispatched together. This may cause delays if items are temporarily out of stock or when items were pre-ordered.

4. Delivery Charges

The information on this website is correct at the time of writing. G.O.T. will not be liable for any changes or misrepresentation of third party information quoted on this site.

All delivery rates and charges are inclusive of VAT. Additional costs of dispatch and delivery may arise. Delivery costs to Switzerland will be calculated based on the individual product weight.

5. Minimum Order Value

There is no minimum order value. All orders will be equally welcome whether they are for one item or ten.

6. Payment Due and Outstanding Payment

The full order sum falls due immediately upon placing an order. Customers may make full order sum payments in advance through individual G.O.T. accounts, which may be specially set up for this purpose. As soon as G.O.T. has received full payment the order will be dispatched.

G.O.T. reserves the right to levy daily interest of 4% above the Austrian Federal Bank's (Oesterreichische Bundesbank) base rate on any outstanding or delayed payment. G.O.T. furthermore reserves the right to levy or recover any additional costs incurred relating to such outstanding or delayed payments or costs relating to the recovery of such payments.

7. Rights of Withdrawal

Customers have the options of withdrawing from an order in writing without specifying their reasons for doing so within 7 days. Saturdays are not considered a working day. The 7-day withdrawal period commences on the day of receipt of the items in question. The timely dispatch of the written withdrawal notice shall be sufficient to correctly exercise the right of withdrawal. All returned items must be in immaculate condition. Postage and packaging costs pertaining to the return of goods must be borne solely by the customer and will be debited to the customer's G.O.T. account. Delivery, postage and packaging charges will not be refunded.

Sale and Special Offer Items

Items on sale, special offer, or end-of-line items may be exempt from the returns or withdrawal policy. Should this be applicable, full details will be provided in the detailed product description of the relevant item.

8. Adjustments, Chargebacks and Reimbursements

The customer may only exercise the right of adjustments when claims have been legally upheld or when we have confirmed our agreement with such adjustments. Chargebacks are only permitted in as far as they are based on the same contractual relationship.

9. Rights Ownership

All dispatched and delivered items remain the full and legal property of G.O.T. until payment has been received by G.O.T. in full.

10. Applicable Legal Framework and Court of Jurisdiction

This trading agreement will be interpreted, construed and enforced in all aspects in accordance with the laws of the Republic of Austria with the exclusion of EU law for the sale of goods, and you irrevocably submit to the exclusive jurisdiction of the Courts of the Austrian city of Graz. G.O.T. reserves the right to file claims also at the customer's Court of Jurisdiction.