

General Terms and Conditions Webshop kiditec AG

1. General remarks

These General Terms and Conditions (GTC) govern the relationship between kiditec AG and the customers of its webshop. They are a necessary and exclusive part of every contract concluded between kiditec AG and the customer on the basis of the products offered at the kiditec AG webshop. Supplements to, assurances regarding or changes to these GTC require the written form. These GTC apply to orders and supplies of standard items and special confections from kiditec AG.

2. Conclusion of contract

The customer's order is placed online. The contract shall be deemed concluded when kiditec AG confirms the customer's order by means of an email.

3. Amendments to orders

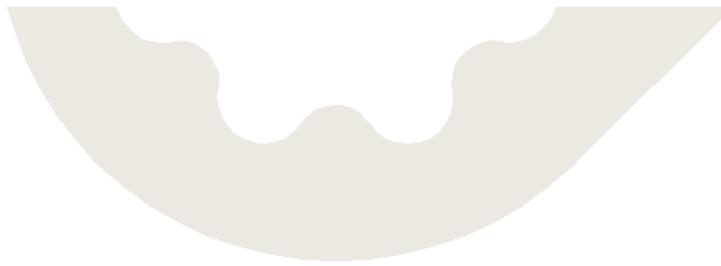
The customer's order is binding on same. The customer cannot amend an order once it has been placed.

4. Registration

4.1 When placing an order, the customer registers on the website and may open a personal account. Orders may also be placed without opening an account, in which case the personal data are used solely to process those orders. Regardless of the type of order placed, the information required for the registration must be complete and correct. The minimum age for placing an order is 18.

4.2 The personal password chosen by the customer when registering must be kept strictly confidential and not divulged to any third party. The customer shall be responsible for all activities undertaken using this password in connection with the kiditec AG website, including those undertaken without the customer's knowledge.

4.3 The customer may at any time request to be unsubscribed from any kiditec AG mailing list, either by emailing info@kiditec.com or by writing to kiditec AG, Webshop, Hinterbergstrasse 18, 6330 Cham. Newsletters can be unsubscribed from using the relevant link at the end of the newsletter.



5. Terms of delivery

5.1 Delivery of goods ordered will be made at the expense and at the risk of the customer. Details of the packing and delivery costs will be disclosed where necessary, before the order is placed and will be shown separately on the invoice.

5.2 kiditec AG offers its products in the context of their availability. In the event of any non-availability the customer will be notified.

5.3 Delivery is possible only to countries listed on the kiditec order form (delivery address). Order requests for countries not listed may be placed by sending an email to info@kiditec.com.

5.4 kiditec AG declines liability for undeliverability or late delivery due to the submission of an incorrect delivery address by the customer or the consignee's absence.

5.5 The projected delivery times are given as guidelines. kiditec AG declines liability for delays over which it has no control, e.g. due to the submission of an incorrect delivery address by the customer, the consignee's absence, force majeure, traffic jams, inclement weather and so forth. Such delays do not entitle the customer either to withdraw from the purchase contract or to compensation. It is recommended that orders be placed in good time prior to the desired delivery date. Items may take longer to arrive in the run-up to public holidays such as Easter and Christmas. Please take note of the guidelines stated under *Delivery times*.

5.6 Delivery times

5.6.1 Delivery within Switzerland/Principality of Liechtenstein

a) **Classic** CHF 3.90

Receipt of order Monday – Friday up to 12.00 noon

→ Goods handed over to carrier on same day

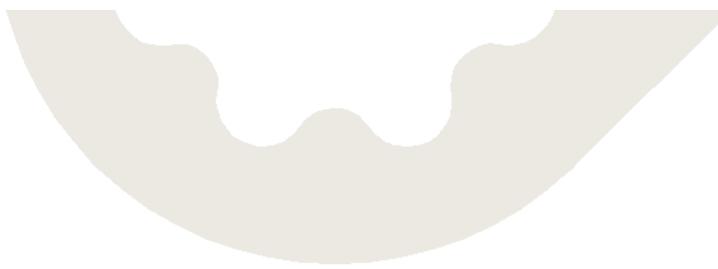
→ Delivery to customer within 2-3 working days

Receipt of order Saturday, Sunday or public holiday ([Canton Solothurn](#))

→ Goods handed over to carrier on next working day

→ Delivery to customer within 2-3 working days following hand-over





b) Express CHF 24.90

Receipt of order Monday – Friday up to 4 p.m.

→ Goods handed over to carrier on same day

→ Delivery to customer guaranteed on next working day

Receipt of order Saturday, Sunday or public holiday ([Canton Solothurn](#))

→ Goods handed over to carrier on next working day

→ Delivery to customer guaranteed on next working day following hand-over

5.6.2 International delivery

Receipt of order

→ Goods handed over to carrier on next working day

→ Delivery according to delivery times specified in order process (guidelines)

→ Delivery costs dependent on country of delivery (see order process)

6. Prices, payment terms

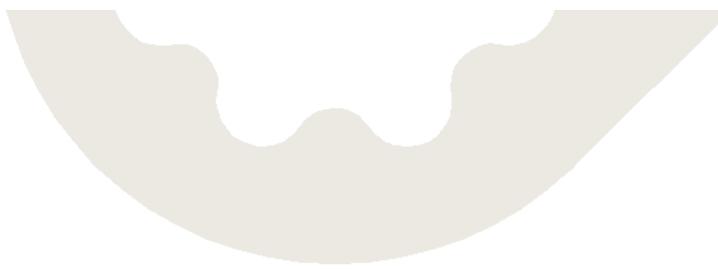
6.1 The prices that apply to the products on offer shall be those quoted on the day the customer places the order with the kiditec AG web shop (Swiss francs, dollars and euros). The prices shall be binding until kiditec AG confirms the order and accordingly for the delivery period stated in the order confirmation. The prices quoted for customers in Switzerland and the Principality of Liechtenstein are final prices in Swiss francs and include statutory VAT. For customers in other countries, the prices are quoted in euros or US dollars excluding VAT. Any taxation of such goods shall be levied directly by the customs office of the delivery country in question.

6.2 Orders placed with the webshop can be paid for using a credit card, Postcard or PayPal.

7. Checking the goods / complaints

7.1 The customer undertakes to check the goods immediately for completeness and condition on receipt. Any complaints regarding quality and completeness must be conveyed to kiditec AG without delay – at the latest within 24 hours of receipt – or the delivery will be deemed accepted.

7.2 kiditec AG disclaims all liability for damage in transit or resulting from improper storage of the goods following receipt by the customer or persons acting on the customer's behalf.



8. Exchanges and returns

The customer may return a product within five working days after receipt without stating a reason. kiditec AG will reimburse the customer the amount paid for the product. kiditec AG will not reimburse the delivery costs. The goods must be returned in a complete and faultless condition, with delivery paid for by the customer.

Address for returns:

kiditec AG
Webshop Returns
Hinterbergstrasse 18
CH-6330 Cham
SWITZERLAND

9. Data protection

9.1 Information gathered for the business transaction will be stored and passed on to the carrier for the purpose of processing the contract. Stored information will not be disclosed to any other company with the exception of credit checking agencies. kiditec AG reserves the right to use the data internally for customer service purposes.

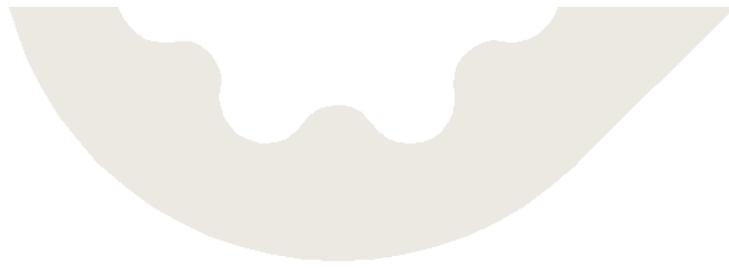
9.2 Order-related and other written correspondence from kiditec AG may be delivered by electronic means. It should be clearly understood that information relayed via email is subject to security risks such as viruses, loss or corruption of data and access by third parties over which kiditec AG has no control. By placing the order, the customer authorises kiditec AG to relay documents and other data by means of unencrypted emails.

10. Guarantee and complaint management

10.1 The statutory guarantee regulations shall apply.

10.2 kiditec AG emphasizes customer satisfaction. The customer may contact kiditec AG at any time via a communication channel specified on the website. The issue raised by the customer will be reviewed as quickly as possible. kiditec AG will notify the customer of this following receipt of the documents. It is helpful if the issue is described as precisely as possible and that copies of any order documentation are submitted or that at least the order number, customer number, article number etc. is quoted.

10.3 All liability for constructions that do not comply with the building instructions of kiditec AG is excluded. The address and information should be retained.



11. Applicable law and place of jurisdiction

These GTC shall be governed by Swiss law. The place of jurisdiction shall be Zug.

October 2013

kiditec AG
Hinterbergstrasse 18
CH-6330 Cham
SWITZERLAND

