

GENERAL TERMS AND CONDITIONS (GTC) WEBSHOP LÖTSCHENTAL TOURISM

1. Application

These terms and conditions (GTC) apply to all orders of goods through the webshop of Lötschental Tourism, CH-3918 Wiler (hereafter called "LT"). These terms and conditions are subject to change.

2. Territory

The LT shop is only available for deliveries within Switzerland. International orders cannot be considered.

3. Prices

All prices are in Swiss francs and include VAT. Per delivery LT charges a flat shipping and packaging cost to the customer, depending on the size of the order.

4. Contract

All information about products and prices in the web shop of LT are non-binding. By ordering via the web shop, the customer makes a binding offer. LT confirms the acceptance by e-mail to the customer. Only with this assumption, a contract is closed and the customer is entitled to the delivery of the goods. Has the customer ordered goods that are not available in the amount or the date stated on the website price, LT informs the customers as soon as possible. In this case, the contract only comes into existence when the customer confirms the order again by e-mail. Orders and agreements by phone only become valid, if they are later confirmed in writing or by e-mail.

5. Payment

The customer must pay the ordered product in advance. If paying by credit card, the value on the date of receipt of order will be charged. If the customer is choosing to pay by bank transfer LT will notify the customer with an e-mail confirmation about the bank account and order number. Payment is due within 5 working days. If the payment is not received within that period, the contract is void.

6. Delivery

LT delivers usually within 5 to 7 days, at the latest within 14 days of receipt of payment. When ordering by bank transfer the delivery period starts as soon as the payment is received. The delivery is sent via the Swiss Post.

7. Withdrawal

Within 14 days of delivery the customer can withdraw without explanation from the contract. The deadline is met, if the customer notifies LT of the withdrawal in writing or by e-mail and returns the goods to LT (date of posting)

Goods must be returned at the expense of the customer to:

Lötschental Tourism
House Atlantis
CH-3918 Wiler (VS)

The withdrawal right can only be exercised if the goods are unused, undamaged and complete and will be returned unopened in its original packaging. Upon receiving the returned goods in the condition described, LT refunds the value of goods. Shipping costs already incurred cannot be refunded.

8. Warranty

LT makes every effort to deliver all goods in perfect quality. If deficiencies still exist in the delivered goods, the customer has the right within 14 days after delivery to request a replacement. If no replacement is possible, LT informs the customer. The customer can return the goods, and LT refunds the cost. In addition, any claim for reduction, rescission or damages is excluded to the extent permitted by law. Amendments to the manufacturer to his product or its packaging shall not constitute defects. In addition, the customer forfeits any warranty claims with incorrect use of the goods.

9. Law and Jurisdiction

All contracts concluded via the LT Webshop are subject to Swiss law. Disputes arising from the application of these general terms and conditions of Lötschental Tourism (LT) are subject exclusively to Swiss law. Place of Jurisdiction is Leuk.

Lötschental Tourism
Lötschental, October 2010