

# General Terms and Conditions

## 1. Scope of application

The General Terms and Conditions apply to all deliveries from Q-met Ltd. to its customers.

## 2. Contractual partners

The contract of purchase is concluded with:

Q-met GmbH für neue Technologien

Dorfstrasse 33

CH-5210 Windisch

Director: Josef Huber

Please contact our customer service on weekdays (normal working hours) for all queries:

phone +41 (0)56 441 9336

e-mail: mail@q-met.ch.

## 3. Offer and conclusion of contract

3.1 The product descriptions and illustrations depicted in the online shop are not considered as legally binding offers, but instead a request to order. All offers are available “while stocks last” unless anything else is stated next to the product descriptions. Errors excepted.

3.2 By clicking the button “Send order” during the final step of the order procedure, you agree to a binding order of all goods in the shopping cart. The contract of purchase is concluded upon receipt of our confirmation e-mail immediately after we receive your order.

## 4. Contract wording

The contract wording is saved on our internal systems. The General Terms and Conditions can be viewed on this page at all times. The order data and General Terms and Conditions are sent to you by e-mail. After the order has been completed, the contract wording is no longer available on the Internet due to reasons of security.

## 5. Prices and mailing/shipping costs

5.1 The prices stated on the product pages include the statutory value-added tax as well as other price components.

5.2 The mailing/shipping costs depend on the amount of orders as well as the mode of despatch and are clearly disclosed prior to your binding order. You can find an overview on the “Delivery” page.

## 6. Delivery

Worldwide delivery.

## 7. Payment

7.1 Payment either in advance (new customers), cash on delivery or via invoice.

7.2 Right of termination takes effect if your counterclaims have been legally established as final and absolute or if they are beyond dispute or if they have been accepted in writing on our part.

7.3 Right of retention only exists as long as the claims result from the identical contractual relationship.

## 8. Reservation of proprietary rights

All goods shall remain our property until full payment has been made.

## 9. Guarantee

Guarantee takes effect according to legal regulations.