

General Terms and Conditions of Trade

General Terms and Conditions of Trade for Products Supplied by Andreabal AG

Service

- Andreabal endeavours to supply products of perfect quality.
- The satisfaction of our customers is our highest precept.
- If you are not satisfied with the goods supplied, please let us know.

Products

- Andreabal medicines are available at the following outlets:
 - At pharmacies and chemist's shops in Switzerland and the Principality of Liechtenstein.
 - At selected self-dispensing doctors and some hospitals.
- All other products from Andreabal are available at the following outlets:
 - At pharmacies and chemist's shops in Switzerland and the Principality of Liechtenstein.
 - At selected self-dispensing doctors and some hospitals.
 - In the Andreabal online-shop: www.andreabal.ch
 - In selected online shops

Prices

- Value-added tax (VAT) is included in all prices.
- The product prices indicated at the date of the customer's order are binding.
- For orders below a total value of CHF 100.- the carriage within Switzerland is CHF 5.-. Orders with a total value of CHF 100.- or more are shipped free.
- Charging is always in Swiss francs.

Orders

- Andreabal reserves the right to restrict the delivery quantities for certain products.
- If a product ordered is not available at the delivery date it will not be invoiced, nor will it be shipped later.
- All orders are acknowledged by Andreabal by e-mail. A contractual relationship only arises with the order confirmation.
- The contractual relationship comes into being through placing of the order by the customer and electronic acknowledgment of that order by Andreabal. From that time on the customer can no longer change or cancel the order.

Payment

- Payment can be made by credit card, Twint or direct debit via Postfinance.

Deliveries

- Deliveries are made by post or courier. Only addresses in Switzerland and the Principality of Liechtenstein are supplied.
- The order is processed within 2 to 5 working days.

Returns

- Complaints concerning the quality of the delivery will be accepted within 10 days from receipt of the goods.
- Products ordered by the customer by mistake will not be taken back by Andreabal and no refund will be made.

Confidentiality

- Andreabal will not pass on customers' personal data to third parties. The only exception is data needed for execution of the order (e.g. delivery address for the Post Office).
- All personal data will be treated as strictly confidential.
- Andreabal reserves the right to use data for its own advertising purposes. You agree to this by placing the order.

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