

# General Terms

## 1. Prices and terms

The prices indicated at the time of order determine the amounts appearing on the invoice. Prices include VAT. Postage and packaging are invoiced separately. Postage is calculated according to the weight of the package and appears in the shopping basket summary.

## 2. Orders

You may order by internet, phone, fax or post. Orders are considered binding and the books ordered may not as a rule be returned. Titles not available at the time of order may be reserved exclusively by fax or e-mail.

## 3. Delivery

As a general rule, the books ordered are sent by post. For countries outside of Switzerland, packages are dispatched by "Swiss Post Economy." Custom duties may be charged directly to the recipient by the relevant authority. Customs duties are not considered as postage costs.

## 4. Payment

For pre-paid orders, the goods will be dispatched as soon as the amount of the invoice is credited to our postal or bank account. Books paid for by credit card will be sent immediately.

## 5. Defective goods

In case of a delivery error or damaged goods, we will exchange the article for a new copy.

## 6. Data protection

Your personal data is not transmitted to a third party. Information relating to your credit card is handled directly by the PSP (Payment Service Provider) of the Saferplay company. This information is transmitted to us in encrypted form and your credit card data is not recorded.

## 7. Place of jurisdiction

The place of jurisdiction is Lausanne.