

## DELIVERY and RETURNS

Every effort will be made to deliver the goods as soon as possible after your order has been accepted, and in any event within the time stipulated. However, we will not be liable for any loss or damage suffered by you through any reasonable or unavoidable delay in delivery. In this case, we may inform you of the delay and the reason for the delay as soon as is practical.

Please note that we are unable to offer any delivery services other than GLS General Logistic Systems. You will get tracking number immediately after payment.

Delivery cost: -> 2kg Weight = 19,90€ more than 2kg weight = 29,90€

Please note that orders to **Ireland, North Ireland** and the **Islands** are possible only on request.

Your order has to be paid in EUR (€) via Paypal or by payment in advance via Bank transmission to:

*IBAN: DE60642510600000174747*

*BIC: SOLADES1FDS*

*Sparkasse Freudenstadt*

*Owner: SITBACK Helena Guenther*

*Reference: Your full name*

### Returns

Goods which prove unsuitable may be returned for refund if they are returned to ourselves within 14 days of receipt. Subject to the following conditions:

#### Conditions

- Items are returned carriage paid.
- Items are received in a resalable condition.
- Items should be returned unused in their original condition in order to secure a refund.
- Items are returned complete with all packaging in good condition. (We reserve the right to levy a charge to replace product packaging which is damaged or defaced).
- All returns are to be accompanied by the senders name and address, account number, order reference number (these are found on the invoice), and reason for return. Please help us to help you by completing the relevant returns form.
- We cannot accept responsibility for returned parcels which are undelivered, please retain your proof of postage etc., you may require it on the event of a claim with your carrier.