

# TERMS AND CONDITIONS

## General

These Terms and Conditions cover the use of the SaveOne Europe website [www.saveoneeurope.org](http://www.saveoneeurope.org) and the use of the Shop within this website. They are intended for legal transactions and are, unless expressly agreed otherwise in writing, part of every offer of goods and services.

The legal validity, interpretation and fulfillment of any transaction concluded between the customer and SaveOne Europe is subject to Austrian law, apart from a conflict with the provisions of the UN Sales Convention.

## Disputes

Our goal is to settle any disputes that may arise, fairly, and amicably so make any concerns known to us as soon as possible. For all legal disputes arising from or in connection with a transaction between SaveOne Europe and the customer the place of jurisdiction is Vienna, Austria.

## Policies

Specific policies are described in more detail in individual documents to make them more understandable as well as being simpler to manage their contents. These documents are:

- Privacy Policy
- Imprint
- Cancellation Policy

Links to these documents can be found at the foot of each page of the website and they are also available in paper form on request. A link to the Privacy Policy is also shown and you are also asked to agree to it, when you first access the website.

## Shop

All prices are in EURO plus any applicable statutory taxes. Delivery is ex works. Packaging and shipping costs are shown and charged additionally.

## Delivery Times

The delivery time is typically one week if the article is available from stock. If the article is not available, we will contact you directly. For large shipments or for sending to non-listed destinations we will agree a separate price for the delivery.

## Payment Options

- Bank Transfer
- Visa or Mastercard

Please transfer the total amount (including shipping costs) to the following account:

SaveOne Europe  
Erste Bank  
Account number: 82939841600  
Bank code: 20111  
IBAN: AT772011182939841600  
BIC: GIBAATWWXXX

### **Right of Withdrawal**

You have the right to cancel this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day on which you or a third party named by you who is not the carrier has taken possession of the goods.

In order to exercise your right of withdrawal, you must inform us of your decision to withdraw from this contract by means of a clear declaration (e.g. a letter sent by post or Email) to:

SaveOne Europe  
Headquarters: Hungereckstrasse 60/3, 1230 Wien  
Telephone: +43 (0) 1 361 6668  
Mobile: +43 (0) 660 1445076  
Fax: +43 (0) 1 361 6668 9  
Email: [office@saveoneeurope.org](mailto:office@saveoneeurope.org)

To meet the cancellation deadline, it is sufficient for you to send your notification of exercising your right of cancellation before the cancellation period has expired.

### **Consequences of Withdrawal**

If you withdraw from this contract, we will have given you all the payments that we have received from you, including delivery costs (with the exception of the additional costs that result from choosing a different type of delivery than the cheapest standard delivery offered by us have), to be repaid immediately and at the latest within fourteen days from the day on which we received notification of your cancellation of this contract. For this repayment, we use the same means of payment that you used for the original transaction, unless something else was expressly agreed with you; In no case will you be charged any fees for this repayment.

### **Repayment**

We can refuse to action the repayment until we have received the goods back or until you have provided evidence that you have sent the goods back, whichever is earlier.

You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you informed us of the cancellation of this contract.

The deadline is met if you send the goods before the period of fourteen days has expired.

*Attention:* You will be responsible for the direct costs of returning the goods.

You only need to pay for any loss in value of the goods where any loss in value is due to mishandling or misuse of the goods.

### **Liability**

Liability for indirect and unforeseeable damage as well as consequential damage and loss of profit is excluded. Where SaveOne Europe accepts liability we will replace the goods or services a) either in their original form, b) their equivalent in goods or services, where those originally agreed are no longer deliverable, or c) refund the monetary sum in the agreement, at our discretion. Any further liability for damages other than those provided for in these Terms and Conditions, regardless of the legal nature of the claim asserted, is excluded.

## **Your consent to these Terms and Conditions**

By using this website, you declare your consent to these terms and conditions. If you do not agree to these terms and conditions, then please do not use our website. Your continued use of the website after any amendments or changes to these Terms and Conditions are posted will also constitute your acceptance of those changes.

## **Changes to the Terms and Conditions**

We reserve the right to amend and change these Terms and Conditions at any time and without prior notice. We will, wherever possible, notify any changes as a “News” item on our website.

Amended 2.9.2020