

## General Terms and Conditions

### Prices and Descriptions

Prices stated in Swiss francs (CHF) include the legally applicable Value Added Tax for trade in Switzerland. Prices stated in euro (€) do not include VAT. The stated euro prices apply in bookstores in Germany as fixed retail prices including VAT and are only stated here for your information.

The prices in CHF only apply when ordering from this Web site with an invoice and/or delivery address in Switzerland. Prices in € apply to orders from this Web site with invoice and delivery addresses in all other countries. Orders from this Web site with delivery addresses in Switzerland are charged including VAT, while orders with delivery addresses in all other countries will be charged excluding VAT.

Prices, descriptions and publication dates are subject to change or error at any time.

### Contractual closure and fulfilment

The purchase contract is closed when an order email is received by Quart Verlag GmbH (seller) or the customer (buyer) receives an order confirmation.

The contract is fulfilled when items are delivered (shipped) by Quart Verlag GmbH.

The selected items are subject to limited availability at all times.

### Payment

If requested, orders by customers resident in Switzerland will be delivered on account or after advance payment by credit card.

Orders from customers resident outside Switzerland will exclusively be delivered after advance payment by credit card, cheque or bank transfer.

In the case of advance payment, items will be delivered (shipped) immediately after payment is received.

### Order cancellations

Orders can be cancelled at any time. Already delivered items in flawless, saleable condition may be returned within 14 days and will be reimbursed. Please state your invoice number and the reason for the return. Returns are sent at the buyer's own risk/liability.

**Returns** should be sent to the following address:

Quart Verlag GmbH Denkmalstrasse 2 CH-6006 Luzern

Returns sent to an address that differs from the above will not be reimbursed.

### Shipping

The items are carefully and properly packed and sent by post at the buyer's own risk.

### Delivery periods

Deliveries usually take 2-3 working days within Switzerland, 5-10 working days within Europe, and 10-25 working days outside Europe.

No guarantee can be provided for the delivery period.

### Retention of ownership

The items remain the property of the publisher until full payment has been received. In the case of payment delays, the publisher is entitled to withdraw from the contract and demand the return of the purchase items.

### Import costs

In the case of delivery from Switzerland to addresses in other countries, import costs (customs, VAT, handling charges) may be incurred. These vary depending on local legal regulations in the country of delivery, as well as with respect to the weight and value of the delivery.

Customs and taxes in the country of delivery are always the responsibility of the customer or receiver of items ordered from this Web site.

**Manufacturing defects and wrong deliveries**

In the case of manufacturing defects and wrong deliveries, we will replace the respective item with one in a flawless condition.

**Data protection**

Quart Verlag GmbH undertakes to protect the privacy of all persons using our Web site. No personal data is ever provided to third parties.

**Place of jurisdiction**

The place of jurisdiction is Lucerne. The regulations of Swiss Law apply, even if orders come from abroad or are sent abroad.

Lucerne, March 8, 2011