

# Terms & Conditions

1. Prices
2. Dispatch costs
3. Delivery time
4. Method of payment
5. Reservations of proprietary rights
6. Refuse of order
7. Cancellation
8. Protection of data privacy
9. Registered office, Legal details, Contact, Bank details

## **1. PRICES**

Mistakes and short-term changes of prices are reserved. All prices throughout the website are quoted in EURO including VAT. The price which the customer pays is the price of goods shown at the time the order is placed.

## **2. DISPATCH COSTS**

Your portion of costs for every order in EU-Countries is EUR 15,-. Other destinations on request. Generally, we will make one shipment when your complete order is ready. We will wait until we have all the items of your order before shipping any of them. If this is not possible pos-hauer gmbh pays the additional costs. If an article is not available at the moment, the delivery will have a delay. pos-hauer gmbh delivers your goods at any address you wish. The invoice will be sent to the home address.

## **3. DELIVERY TIME**

Normally, pos-hauer gmbh delivers the goods within 21 days. In peak times the delivery can take up to 4 weeks. If the delay takes more than 4 weeks, you will be informed by us immediately. The customer himself cannot set a delivery time. Part deliveries are allowed. pos-hauer gmbh cannot be held responsible for delivery delays in cause of force majeure risks. The buyer shall make all arrangements necessary to take delivery of the goods whenever they are tendered for delivery. If the buyer disclaims or neglects the delivery it will be in the customers default.

## **4. PAYMENT**

Credit card payment is the only form of payment pos-hauer gmbh accepts (Visa, Mastercard, Eurocard). The payment will be made with the completion of the order. The minimum order value is EUR 20,- (excluding dispatch costs).

## **5. RESERVATIONS OF PROPRIETARY RIGHTS**

The property on goods stays in hands of pos-hauer gmbh, Fischachstraße 11, in A-5300 Hallwang, until the payment is complete.

## **6. REFUSE OF ORDER**

pos-hauer gmbh reserves the right to refuse orders. This decision lies in our own discretion. The buyer will be informed if pos-hauer gmbh refuses the order.

## 7. CANCELLATION

The buyer has the right to cancel the order within two weeks. This is not valid if the order is made within a commercial order, or by self-employed persons.

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### INFORMATION OF THE RIGHT OF CANCELLATION

#### Right of withdrawal

Customers can cancel their order within two weeks without information of matters in form of a writing (e.g. letter, fax, e-mail) or by returning the goods. The period begins with the receipt of the package and the information of the right of cancellation. To ensure the period of cancellation the return should be made in due time.

#### The cancellation has to be addressed to:

**pos-hauer gmbh, Fischachstraße 11, A-5300 Hallwang**

#### Consequences of cancellation

In case of an effective cancellation pos-hauer gmbh receives the goods back and refunds the selling price, in case the price has been paid. In case of a deterioration of the goods the customer can be obliged to replace the value. You can avoid the replacement of the value by not using the goods like an owner and avoid everything which can detract the value.

#### End of the information

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*The customer has to bear the costs of reshipment if the delivered articles correspond with the ordered ones. Please contact us before reshipment to clear the details.*

*E-mail: [info@pos-jewellery.com](mailto:info@pos-jewellery.com)*

**Phone +43 (0) 662 42 80 20**

*Please pack the goods in the original boxes.*

## 8. PROTECTION OF DATA PRIVACY

All individual-related data will be treated absolutely confidential. Any data given with the order is only being processed for transactional purposes related to the order itself.

All customer data will be saved and used considering the relevant regulations. The customer has the right for information, correction, inhibition and deletion of saved data. Please contact us at [info@pos-jewellery.com](mailto:info@pos-jewellery.com).

We do not pass on your personal details including home address and e-mail address to other parties, except our service partners who require this information for order handling (like e.g. the shipping company or the commercial bank). In such case the information is kept to a minimum.

If you pay by credit card the data will be controlled with WorldAlert by WorldPay. WorldAlert is a system to identify frauds. All credit card purchases will undergo several examinations. In the process the system seeks for special patterns with which those purchases are made. It analyses present data of all transactions which are made with WorldPay. This verification is free of charge. You can check the conditions and save them on your computer at any time.

WorldPay Limited  
Units 270 -289  
The Science Park  
Milton Road  
Cambridge CB4 0WE  
Great Britain

We use technical and organisational safety measures to protect the saved data against coincidental or intended manipulations, loss, destruction or against access by unauthorised persons. Data of credit cards will be transferred encoded (128-Bit SSL).

## **COOKIES**

We use cookies to recognise you at the next visit on our homepage.

A cookie is a data file which is saved on your computer. It contains series of numbers and on this basis the site recognises which settings you have made on a visit in the past. The cookies are saved maximal for one day.

You have following advantages from the cookies:

- you choose your country of origin just once.
- articles which are in the shopping basket do not get lost at the next shop visit.

The shop also works when the cookies are switched off.

## **9. REGISTERED OFFICE, LEGAL DETAILS, CONTACT, BANK DETAILS**

pos-hauer gmbh

Fischachstraße 11

A-5300 Hallwang

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