

General Terms and Conditions

Scope

The business relationship between Angie Chian Skincare and the customer, the following general terms and conditions apply in the version valid at the time of the order. By sending an order by the customer, he accepts the terms and conditions. Written individual agreements between Angie Chian Skincare and the customer that deviate from these General Terms and Conditions remain reserved.

Contractors, customer service

The purchasing contract is concluded with Angie Chian Skincare. More information about us can be found in our disclaimer. For questions, complaints and reclamations you can contact our customer service Mon-Fri 10:00 a.m. - 5:00 p.m. via email contact@angiechianskincare.com.

Conclusion of contract and withdrawal

By placing the products in the Angie Chian Skincare online store, we make a binding offer to conclude a contract for these items. The contract is concluded when you accept the offer for the goods contained in the shopping cart by clicking on the order button. Immediately after sending the order, you will receive another confirmation by e-mail. In the case of writing, printing and calculation errors on the website, Angie Chian Skincare is entitled to withdraw. All offers are valid while supplies last. If the supplier of Angie Chian Skincare does not supply Angie Chian Skincare with the ordered goods despite contractual obligations, Angie Chian Skincare is also entitled to withdraw. In this case, the customer will be informed immediately that the ordered product is not available. The purchase price already paid will be refunded immediately.

Products

Product information in the Angie Chian Skincare online shop is non-binding and no liability is assumed for the correctness, completeness or topicality of the information. Information is subject to change by Angie Chian Skincare at any time. Likewise, quality standards, botanical names, indications of origin, samples and specimens of the products are non-binding and can be changed at any time.

Pricing information

All prices are in Swiss francs and include VAT. The prices apply to the unpackaged goods without shipping costs. We reserve the right to make price changes at any time.

Reservation of consultations and consultations

Online bookings can be made online at the prices indicated on the website. The booking is definitive with your online confirmation. After the booking has been made, you will receive an online confirmation via email to the email address you have provided.

Our consultations and advice can also be booked by telephone, email or directly at our premises. If you make a reservation by phone or email, you will receive a confirmation via email to the email address you provided. Payment is based on the service rendered.

Cancellations or rebooking are possible up to 24 hours before the agreed date and must be made by telephone or email. In the case of short-notice cancellations or no-shows, we have to charge the full costs according to the price list.

Orders

Orders are placed online on the Shop website of the Angie Chian Skincare online shop. The offers in the online shop of Angie Chian Skincare are only an invitation to make an offer. The customer's order is binding. The customer is responsible for placing an order online. The order will be processed as received by Angie Chian Skincare without querying the customer.

Angie Chian Skincare is free to refuse to process any order at any time without giving any reason. In this case, Angie Chian Skincare will inform the customer. A sales contract is only concluded when Angie Chian Skincare ships the ordered products or confirms the shipment to the customer .

Angie Chian Skincare assumes no liability for transmission errors or incorrect entries on the PC by the customer. In the event of transmission errors or incorrect entries on the PC, the customer has no right to withdraw from the order .

Availability

Angie Chian Skincare does not guarantee the availability of the ordered products and reserves the right not to deliver ordered items, for example if they are not or not completely available. Angie Chian Skincare will inform you about any items that are not available and therefore not delivered. Items that are not delivered will not be delivered by Angie Chian Skincare after they become available and must be reordered by the customer, if desired. Angie Chian Skincare reserves the right to deviate from the order in the event that a product is not available at short notice and another available product has the same properties as the one ordered.

Purchase of vouchers

Online purchase of vouchers:

Vouchers can be purchased online for all products and services. The purchase of the voucher, with goods value defined by the customer, is definitive with customer's online confirmation. Payment is made online by credit card. The online transmission of credit card information is encrypted . After paying for the voucher, you will immediately receive an online confirmation via email to the email address you provided.

We usually process voucher orders within 24 hours and send them free of charge by Priority Mail. The vouchers are not subject to a limitation period.

Delivery terms

The delivery time depends on the circumstances. Delivery dates and deadlines are non-binding. The customer cannot derive any rights from non-compliance.

The customer is obliged to accept and pay for the goods.

Deliveries are made by priority mail or, in the case of palletised goods, by a forwarding agent.

Shipping

Orders from the Angie Chian Skincare online store are shipped free of charge worldwide. Unless otherwise agreed, delivery will be made from the warehouse to your specified delivery address. The risk passes to the customer as soon as the delivery is handed over to the customer by the parcel or postal service to be delivered .

Terms of payment

Payment is made by credit card/debit card.

We accept payments with the following credit cards: MasterCard, Maestro, Visa, Visa Electron, American Express, UnionPay, JCB, Diners Club, CartesBancaires, Discover.

You pay directly in the ordering process by entering your credit/debit card details. When the goods are shipped, your credit/debit card will be charged the actual invoice amount after deducting any discounts, gift vouchers, etc.

If you select the credit/debit card payment method, the invoice amount is due immediately upon conclusion of the contract. The credit/debit card payment method is processed in cooperation with Stripe Payments Europe, Ltd. ("Stripe") to which the provider assigns his payment claim. Stripe collects the invoice amount from the customer's specified credit card account. In the event of assignment, payment can only be made to Stripe with debt-discharging effect. The credit/debit card is charged immediately after the customer's order has been sent in the online shop. Even if the credit/debit card payment method is selected via Stripe, the provider remains responsible for general customer inquiries, e.g. about the goods, delivery time, shipment, returns, complaints, declarations of cancellation and shipments or credit notes.

Offset, Retention

You only have the right to offset if your counterclaims have been legally established or acknowledged in writing by Angie Chian Skincare. In addition, you are only authorised to exercise a right of retention insofar, as your counterclaim is based on the same contractual relationship.

Retention of title

Goods ordered by the customer remain the property of Angie Chian Skincare until the price and all costs incurred, including default interest, have been paid in full. If the customer defaults on the payment of the purchase price, Angie Chian Skincare is immediately entitled to withdraw from the contract and take possession of the goods.

Warranty for defects and liability

Skincare is responsible, Angie Chian Skincare is entitled to choose between remedying the defect or making a replacement delivery. If Angie Chian Skincare is not willing or able to remedy the defect/replacement or if this is delayed beyond a reasonable period of time for reasons for which Angie Chian Skincare is responsible, or if M If the repair/replacement fails, the customer is entitled to choose to withdraw from the contract or to demand a corresponding reduction in the purchase price. Unless otherwise stated below, further claims by the customer, regardless of the legal grounds, are excluded. Angie Chian Skincare is therefore not liable for damage that has not occurred during delivery item itself; in particular, Angie Chian Skincare is not liable for lost profits or for other financial losses of the customer.

Damage during shipping

If goods are delivered with obvious transport damage, please report such errors to the deliverer as soon as possible and please contact us immediately. The omission of a complaint or contact has no consequences for your legal claims and their enforcement, in particular your warranty rights. However, they help us to be able to assert our own claims

against the carrier or transport insurance.

Cancellation policy

Right of revocation

The cancellation period is 14 (fourteen) days from the day on which you or a third party named by you, who is not the carrier, took possession of the last goods. To exercise your right of withdrawal, you must send us your name and address and, where available, your phone number and email address by means of a clear statement (e.g. a letter sent by post or email) about your decision to revoke the contract. To meet the cancellation deadline, it is sufficient for you to send the notification of the exercise of the right of cancellation before the cancellation period has expired.

The revocation must be sent to:

Angie Chian Skincare

Email: contact@angiechianskincare.com

Consequences of revocation

If you revoke this contract, we send you all payments that we received from you, including delivery costs (except for the additional costs, resulting from you using a different method of delivery than ours), immediately and at the latest within fourteen days from the day on which the notification of your cancellation of this contract has been received by us. We use the same means of payment for the refund you at the original Transaction have used unless with You have expressly agreed otherwise; in no case will it be because of you fees will be charged for this repayment. We can refuse the repayment until we have received the goods back or until you have demonstrated that you have returned the goods, depending on which is the earlier point in time. You will have the goods promptly and in each case within fourteen days at the latest from the day on which you inform us of the revocation of this contract, to us to be returned or handed over.

The deadline is met, if you return the goods at the end of the fourteen-day period. You bear the direct costs of the return of the goods. You must pay for any depreciation of the goods only come up when this depreciation on one to check the quality, properties and functioning of the goods is due to unnecessary handling of them.

End of revocation

The consumer does not have the right to withdraw from a contract:

- Goods whose price fluctuates on the financial market depends on which the seller has no influence and the within the withdrawal period may occur, services whose price from fluctuations in the financial market, over which the seller has no influence and which occur within the withdrawal period.
- Goods made to customer specifications or clearly tailored to personal needs.
- Goods that can spoil quickly or whose expiry date would soon be exceeded, you can also use the model withdrawal form or any other clear statement on our website fill out and submit electronically. If you make use of this option, we will immediately (e.g. by e-mail) send you a confirmation of the receipt of such a revocation.
- Goods that are delivered sealed and for reasons of health protection or non-returnable for hygiene reasons are suitable, provided their sealing has been removed upon delivery.

- Goods which, due to their nature, were inseparably mixed with other goods after delivery.
- Alcoholic beverages, the price of which was agreed when the contract was concluded, but which cannot be delivered earlier than 30 days after the conclusion of the contract and the current value of which depends on fluctuations on the market over which the seller has no influence.
- Sound or video recordings or computer software, which supplied in a sealed package, if their seal has been removed after delivery
- Newspapers or magazines, with the exception of subscription contracts, for the delivery of such publications.

Agreement to bear costs when exercising the right of withdrawal
The customer bear the direct costs of the return of the goods.

Disclaimer and Warranty

Angie Chian Skincare assumes no liability for errors in illustrations, prices, texts or for late or non-delivery.

By handing over the goods to the carrier, Angie Chian Skincare has fulfilled all the obligations arising from the customer's order and the use and risk of the goods are transferred to the customer. Angie Chian Skincare is not liable for the goods In the event that the goods are not handed over directly to the customer by the carrier, but left in front of the door, at the neighbour or similar in his absence.

The customer is obliged to check the goods immediately upon receipt and to notify Angie Chian Skincare of any defects in writing within 7 (seven) days of receipt of the goods. If there are defects, the customer only has the right to demand a replacement delivery or a reduction in the purchase price, whereby the customer is not entitled to these rights in the case of minor defects. For the rest, any warranty on the part of Angie Chian Skincare is excluded to the extent permitted by law .

Furthermore, Angie Chian Skincare makes no guarantees in connection with its website , neither for its content nor that the website is available to the customer or third parties.

Applicable Law and Jurisdiction

The legal relationship between the customer and Angie Chian Skincare is subject to substantive Swiss law, to the exclusion of the Vienna Sales Convention. The place of jurisdiction is Zurich, whereby Angie Chian Skincare is also entitled to sue at the customer's domicile. The registered office of Angie Chian Skincare is the place of performance.

Enforcement

These terms and conditions come into effect on March 17, 2022. They supersede all Angie Chian Skincare terms and conditions in effect up to that date for online purchases.