

General Terms and Conditions

Scope

The business relationship between Angie Chian Skincare and the customer is governed by the following general terms and conditions in the version valid at the time of the order. By sending an order, the customer accepts these 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 claims, you can contact our customer service Mon-Fri 10:00 a.m. - 5:00 p.m. via email at 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 email. 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 the ordered goods despite contractual obligations, Angie Chian Skincare is also entitled to withdraw. In this case, the customer will be informed immediately, and the purchase price already paid will be refunded.

Products

Product information in the Angie Chian Skincare online shop is non-binding, and no liability is assumed for the correctness, completeness, or timeliness of the information. Information is subject to change by Angie Chian Skincare 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.

Free TCM Consultation

We offer a free Traditional Chinese Medicine (TCM) consultation based on an online questionnaire. The consultation is provided for informational purposes only and is not intended as a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition. Participation in the online questionnaire and TCM consultation is voluntary, and Angie Chian Skincare does not assume any liability for the accuracy or completeness of the consultation.

Reservation of Consultations

Online bookings can be made 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. Cancellations or rebooking are possible up to 24 hours before the agreed date and must be made by email at contact@angiechianskincare.com. In the case of short-notice cancellations or no-shows, we will charge the full costs according to the price list.

Orders

Orders are placed online on the Shop website of Angie Chian Skincare. The customer's order is binding. The order will be processed as received 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 concluded when Angie Chian Skincare ships the ordered products or confirms the shipment.

Availability

Angie Chian Skincare does not guarantee the availability of the ordered products and reserves the right not to deliver ordered items if they are not available. Angie Chian Skincare will inform you about any items that are not available. Items that are not delivered must be reordered if desired.

Purchase of Vouchers

Vouchers can be purchased online for all products and services. The purchase of the voucher is definitive with the customer's online confirmation. Payment is made online by credit card. After paying for the voucher, you will receive an online confirmation via email. Vouchers are not subject to a limitation period.

Delivery Terms

Delivery times depend on circumstances. Delivery dates and deadlines are non-binding. The customer cannot derive any rights from non-compliance. Deliveries are made by Swiss Post.

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.

Terms of Payment

Payment is made by credit card/debit card. We accept payments with MasterCard, Maestro, Visa, Visa Electron, American Express, UnionPay, JCB, Diners Club, CartesBancaires, and Discover. You pay directly in the ordering process by entering your credit/debit card details. The invoice amount is due immediately upon conclusion of the contract. Payment processing is handled by Stripe Payments Europe, Ltd. ("Stripe").

Offset, Retention

You only have the right to offset if your counterclaims have been legally established or acknowledged in writing by Angie Chian Skincare. You are only authorised to exercise a right of retention if 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, Angie Chian Skincare is entitled to withdraw from the contract and take possession of the goods.

Warranty for Defects and Liability

In case of defects, 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, the customer is entitled to withdraw from the contract or demand a reduction in the purchase price. Angie Chian Skincare is not liable for damages that have not occurred during the delivery of the item itself; particularly, Angie Chian Skincare is not liable for lost profits or other financial losses. Angie Chian Skincare is not liable for delays or non-performance caused by circumstances beyond our reasonable control, including natural disasters, strikes, pandemics, or disruptions to postal services.

Damage During Shipping

If goods are delivered with obvious transport damage, please report such errors to the deliverer as soon as possible and contact us immediately. The omission of a complaint has no consequences for your legal claims, but helps us assert our own claims against the carrier or transport insurance.

Cancellation Policy

Right of Revocation

You have the right to revoke this contract within 14 days without giving any reason. The revocation period is 14 days from the day you or a third party named by you, who is not the carrier, takes possession of the last goods.

To exercise your right of withdrawal, you must inform us of your decision to revoke this contract by a clear statement (e.g., a letter sent by post or email). You can use the following contact details for this purpose:

Angie Chian Skincare

Email: contact@angiechianskincare.com

Consequences of Revocation

If you revoke this contract, we will reimburse all payments received from you, including delivery costs (except for additional costs arising if you chose a different delivery method than the standard offered by us) within 14 days from the day on which we received your notification of revocation. We will use the same means of payment you used for the original transaction unless otherwise agreed with you. We may withhold reimbursement until we have received the goods back or you have provided proof of having returned the goods.

You must return the goods to us promptly and in any case no later than 14 days from the day you inform us of the revocation of this contract. You will bear the direct costs of returning the goods. You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics, and functioning of the goods.

Exceptions to the Right of Revocation

The right of revocation does not apply to:

- Goods that are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- Goods that can spoil quickly or whose expiry date would soon be exceeded.
- Goods made to customer specifications or clearly tailored to personal needs.
- Sealed audio or video recordings or computer software, if the seal has been removed after delivery.
- Newspapers, magazines, or periodicals, except for subscription contracts.

Data Protection and Privacy (GDPR Compliance)

We are committed to protecting your privacy and complying with the EU General Data Protection Regulation (GDPR). For detailed information on how we collect, use, and protect your personal data, and your rights regarding your data, please refer to our [Privacy Policy](#).

Cookies and Tracking Technologies

Our website uses cookies and other tracking technologies to enhance user experience and collect data about website usage. You will be prompted to consent to our use of cookies when you visit our site. For more information, please see our [Privacy Policy](#).

Dispute Resolution

In case of disputes, the European Commission provides a platform for online dispute resolution (ODR) which you can access <https://ec.europa.eu/consumers/odr>. We are neither willing nor obliged to participate in a dispute resolution procedure before a consumer arbitration board.

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. However, for EU customers, EU consumer protection laws apply.

Enforcement

These terms and conditions come into effect on April 16, 2026. They supersede all Angie Chian Skincare terms and conditions in effect up to that date for online purchases.