

Terms and conditions Shirin

General terms and conditions (AGB) for the Shirin online store

1. Scope of application

1.1 Shirin operates an online store via its website. The deliveries and services performed by this online store are carried out exclusively under the conditions of these GTC. Shirin reserves the right to modify these terms and conditions at any time. The currently valid version of these GTC at the time of the order shall prevail, and cannot be unilaterally modified for this order. Any conflicting or deviating terms and conditions of the customer shall not be recognized. Upon placing the order, the customer accepts these GTC.

1.2 These general terms and conditions apply to all orders placed by buyers via Shirin's online store as well as to orders for Shirin's products by telephone or email, unless otherwise expressly agreed.

2. Conclusion of the contract

2.1 For orders via the Webshop: By clicking the button "Send order" the customer places a binding order for all products listed on the order page.

The contract is deemed concluded as soon as Shirin sends a statement of acceptance by email confirming the dispatch of the ordered products or services.

2.2 Subsequent changes or cancellations of orders by the customer may be accepted by Shirin at its own discretion with Shirin being entitled to invoice administrative costs and any possible loss in value of the cancelled products since their order.

3. Payment terms and prices

3.1 Shirin products can be paid in the Webshop by credit card, Pay Pal or cash advance.

3.2 The shipping costs are not included in the price and will be charged to the customer in addition to the price of the goods. The shipping costs are calculated according to weight and delivery destination and can be viewed during the ordering process. For deliveries abroad, customs duties and value added tax shall be borne by the buyer.

3.3 The prices stated at the time of the order shall apply. Shirin reserves the right to adjust prices at any time. For buyers, the prices published on the website on the order date shall apply. The order is binding for the customer.

3.4 Shirin attaches great importance to displaying products that are currently available in the online store. However, it is possible that a product is no longer in stock at the time of ordering. All information on availability is therefore subject to change without notice.

4. Products and prices

Images of products in the online store merely serve as illustrations and are non-binding. Information on products is displayed in the online store in a manner that is as customer-friendly as possible but is not binding.

5. Delivery terms

5.1 Within Switzerland, the delivery period is usually 3 to 7 working days; for deliveries abroad between 10 and 14 days from the order date, and for prepayment from receipt of payment by Shirin. This is a non-binding guideline. For products made by Shirin to order, the delivery time will be agreed upon by contacting the buyer. In Switzerland generally up to 2 kg: 9 CHF, in excess of 2 kg: 11 CHF.

5.2 In case that not all products are available, Shirin is entitled to make partial deliveries.

6 Revocation right

6.1 The buyer has the right to revoke the purchase within 14 days of receipt of the goods. The revocation must be sent to Shirin in writing by email or letter. The exercise of the right of revocation rescinds the initially valid contract.

6.2 The Buyer must return the goods received with the original packaging to Shirin within 14 days of his declaration of revocation. The customer shall bear any expense and risk related to returns made to Shirin.

6.3 Upon receipt of the goods, the purchase price, if already paid, will be refunded to the consumer immediately. A deduction for possible damages or excessive wear and tear of the goods remains reserved. shipping costs will not be refunded.

6.4 Products made to measure are excluded from return.

7. Retention of title

Until full payment of the price and the shipping costs is received, Shirin is owner of the delivered products. Shirin is entitled to make an entry in the retention of title register.