

General Terms and Conditions

General

We sell publications, educational DVDs and software.

To receive a quotation please send a request to r.siwek@fireex.eu, we will provide it as soon as possible, including a description of the payment procedure.

Submitting an order involves full acceptance of the general terms and conditions. An order is binding as soon as it is submitted and a confirmation e-mail is received.

Goods are delivered as soon as possible after payment confirmation.

Prices

The prices stated are in Swiss Francs (CHF) or Euros (EUR) and apply at the time of the order.

VAT

The VAT is excluded in the price.

The VAT number is CHE-109.531.480 MWST.

Method of Payment

You can pay by Bank Transfer.

Shipping per Mailing

CHF 10.00 for Switzerland.

EUR 15.00 for Italy, Germany, France and Austria.

EUR 20.00 for the rest of Europe.

Other countries the current postal fees apply.

Return of goods

It is our objective that you are fully satisfied with our publications, DVDs or software – however, it is not possible for us to accept returns.

If the material delivered doesn't arrive in good condition, we will exchange it. Simply return the publication and DVDs and we will send you a new copy.

Returns can be shipped to:

Fire**Ex** Consultant GmbH
Richard Siwek
Violaweg 71
CH-4303 Kaiseraugst
Switzerland

Law and Jurisdiction

Any dispute is governed by and has to be interpreted under Swiss Law. Court of jurisdiction is Rheinfelden (Switzerland).