

Terms and conditions (AGB)

Our goal is to satisfy you as the customer. In any case contact us and we will find a solution.

§ 1 BASIS OF CONTRACT:

The following terms and conditions shall apply to all contracts of cnc-multitool GmbH. Any additional or alternative agreements shall only be valid if they are expressly approved in writing and legally signed by us. If the contracting party is a consumer as defined by the Consumer Protection Act, the mandatory provisions of the Consumer Protection Act shall apply in partial derogation of these terms and conditions. The contract, order and business language shall be German. Illustrations, drawings, measurements, weights and hues in electronic media, catalogues or any other printed matter are subject to change unless they have expressly been marked binding by us. Subject to technical alterations, model change and printing errors. Should any provision hereof be or become invalid, the validity of the remaining provisions hereof shall in no way be affected.

§ 2 RETURN AND REFUND POLICY

You can withdraw from a sales contract within fourteen days of receipt of the ordered goods (or a statement of intent given for a long-distance sales contract). In case of withdrawal, a full or partial refund of the purchase prices shall only be given after you have returned the goods and we have received them. The prerequisite for a refund is that we receive the goods unused in a "like new" condition that will allow us to resell them again. The customer outside of Germany must cover the shipping costs.

Please ship to:
cnc-multitool GmbH
Lager
Ludwig-Jahn-Strasse 11
D-98693 Ilmenau

§ 3 DELIVERY

We shall meet the delivery dates quoted in the orders if possible. Any claims for delay in delivery are expressly excluded. Shipping shall be done by UPS parcel service, postal mail or through a shipping agency. Delivery dates shall not be binding unless a fixed date is expressly agreed upon in writing. We are obligated to dispatch the goods according to the rules. We assume no liability for damage or delay in transit.

§ 4 TERMS OF PAYMENT

The client reference number must be quoted on each payment. Payments without client reference number shall not be considered as effective payment. Orders can be paid by Pay Pal, pre-payment, payment on delivery (where available), western union.

§ 5 RETENTION OF TITLE

We shall retain title to all items delivered until full receipt of payment. For the period of retention of title the customer shall not resell or pledge the items delivered or grants any rights on them to third parties.



§ 6 WARRANTY

Any complaints and objections regarding the goods, number of items or quality of the goods, as far as these are recognisable by reasonable investigations, shall to be reported to us in writing within 3 days after receipt of the goods. Dispatch within this period will be sufficient. In the event of late complaint we shall not be obliged to provide compensation. After notifying us in writing within this period, the customer shall give us a reasonable opportunity to inspect the relevant goods. If we find defects, we shall be entitled to replace free of charge the items delivered. The customer shall not be entitled to any further claims. The guaranty is provided according to the legal conditions of the §§ 1, 4 German Consumer Protection Law.

We give 5 years unlimited warranty on all machines and electronic parts.

§ 7 PLACE OF JURISDICTION

is Ilmenau, Germany.

Your cnc-multitool GmbH

