

## **General Business Conditions**

With the order, the customer confirms having read and accepted the General Business Conditions.

Prices and forwarding costs (postage and handling)

### **Prices**

All prices are in Swiss Francs (SFr.)

Forwarding costs /Postage and Handling.

- For deliveries in Switzerland there is a standard (all inclusive) flat rate of only SFr.7.95.
- Deliveries outside of Switzerland are also possible.
- For C.O.D. deliveries, there is a flat rate cost of SFr. 15.- (Switzerland), SFr. 40.- (other countrys)

## **Our Delivery and Payment Conditions**

### **For deliveries in Switzerland:**

Deliveries are generally most easily done by invoice. Your personal data will be kept strictly confidential, and will not be passed on to third parties.

Should your order comprise several parcels, it can happen that delivery is made on different days.

### **For deliveries outside Switzerland:**

We deliver all over the world!

No matter where you live, we deliver the film of your choice right to your home! We will look for the most economical way of forwarding the film to you so as to keep your costs as low as possible. You will be sent an invoice in advance. As soon as we have received payment to our account, the ordered merchandise will be sent by post.

- 1) Delivery inside the European Union: For deliveries to E.U. countries, the actual parcel and delivery charges are applied. You will not be charged for service or handling.
- 2) Delivery outside the European Union: For deliveries to countries outside the E.U., an additional handling fee of SFr.6.50 will be charged in addition to the actual parcel and delivery charges. Please be advised that there is no "right of cancellation" or "right of return" for orders outside the E.U.

## **Fair Delivery and Payment Conditions**

You order without any risk and always have 14 days to cancel your order. You decide how you want to pay.

## **General Business Conditions**

The contract is created when your order is carried out and the merchandise is sent to you.

Even though our merchandise is specially packaged, transport damages can occur. Please make a note of any apparent damage upon delivery together with the postal or forwarding agent, or document it in an official manner.

Please make all payments only to us.

For payments made to us with incomplete information, resulting in delayed crediting of our account or crediting of wrong account, you will be charged for the costs incurred.

Should you decide to cancel your order before receiving the already paid merchandise, we will refund the price of the film, on the condition that the merchandise is returned (sent back) unopened (sealed) within one day of delivery. Your customer account will be credited with the appropriate amount. Please inform us if you would prefer a refund.

The customer will be held liable, should the merchandise be damaged when being returned.

The merchandise remains our property until complete payment has been made.

It is the responsibility of the customer to inform us of any change of address until complete payment has been made.

Court of Jurisdiction is Zurich, Switzerland.

**If you have any questions, please contact us at**

Dall'O Film  
c/o VideoArt AG  
P.O. Box  
Schärenmoosstr. 105  
Ch-8052 Zürich  
Switzerland

Tel. +41 1 300 10 60  
Fax +41 1 300 10 64  
Business hours

e-mail: **[bestellung@doneduardo.ch](mailto:bestellung@doneduardo.ch)**

Please be sure to give us your name, telephone no. and address with your inquiry.