TERMS & CONDITIONS

Countries of destination | Languages | Currency

Our offers are exclusively for customers in the European Union. Customers from other countries are invited to contact us for separate negotiations. The contract languages are German and English. All our orders will be charged in Euro.

Prices and shipping costs

The price shown on the website is the total price including taxes but not including the shipping costs. Information about the shipping costs is available in the schedule of delivery at the end of "TERMS & CONDITIONS".

In case of a delivery to a country outside the European Union the customer will have to pay all the expenses of the export or import such as customs and excise dues.

Forms of payment

We accept the following terms of payment when ordered via our webshop: bank transfer, PayPal GPay, credit card payments via PayPal or Stripe. When ordered via E-Mail we accept the following terms of payment: bank transfer and PayPal.

Due date | advance payment

If no other method of payment is agreed, the customer commits himself to fully pay the purchase price and the shipping costs in advance. The delivery will be made after receipt of the payment, if not otherwise agreed.

Conclusion of contract | Correction options

The customers order is an offer. A treaty is achieved as soon as we accept this offer. In this case the customer will be informed in an email. An order is only possible if all mandatory fields of the order form (marked with a *) are completed. If details are missing or if there are other reasons why we cannot fulfil the purchase order, the customer receives an error message. Before the binding confirmation of the order the customer will be offered the possibility to correct the order. Detailed information on this is given during the ordering process.

A soon as the ordering process is completed, the customer is informed in an info window saying "your order is completed and has been successfully dispatched". This automatic confirmation of the order does not constitute any acceptance of the offer. We then check the order and in case we can accept it, we confirm the order in an email and the contract is appointed.

Storage of the treaty

The treaty is stored by us but is not available for the customer in the online shop. After we have accepted the treaty we will send it to the customer in an email.

Binding nature of the customer´s offer

The customer is bound by his offer for two days after we have received it. This has no influence on the customer´s right of withdrawal. When we receive an order, we will inform the customer immediately by sending a receipt confirmation in an email.

Reference to the statutory warranty

The terms of the statutory warranty apply. The warranty period for movables is two years and begins with the takeover of the goods (§ 4 Abs 1 Z 12 FAGG).

Customer service | complains

Any complains can be claimed at the contacts listed in our imprint, preferred directly to jens@tiepot.com or the phone number +43 699 12413382.

In case we cannot achieve a settlement we recommend to contact the European online dispute resolution platform http://ec.europa.eu/odr.

Default of acceptance

If the customer causes a default of reception we are entitled to insist on the performance of the contract.

Delivery period

If not agreed otherwise we transfer the order to the appointed delivery service within three

workdays after the confirmation of the contract and we choose the lowest rate offered by the service. In case of advance-payment the delivery period starts when the payment has reached our bank account. The statutory delivery time is max. 30 days from date of the order (§7a Consumer protection law).

Retention of title

The goods remain our property until they have been paid completely. In case of a default of payment we are entitled to lay claim to our rights of the retention of title. This does not mean that we cancel the purchase contract except we explicitly declare this.

Shipping costs overview:

Warenwert Value of goods (€)	Versandkosten Tie Pots Shipping Costs Tie Pots (ø22cm, ø28cm) AT	DE	EU	CH, GB, NOR
0-9,99	3,90	9,90	12,90	14,94
10-19,99	3,90	11,90	12,90	14,94
20-29,99	3,90	11,90	12,90	14,94
30-39,99	X	11,90	12,90	14,94
40-49,99	X	11,90	12,90	14,94
50-59,99	X	11,90	13,93	14,94
60-69,99	X	X	15,29	20,59
70-79,99	X	X	X	20,59
80-89,99	X	X	X	20,59
90-99,99	X	X	X	20,59
100-109,99	X	X	X	20,59
ab 110	X	X	X	X

Stand: 21. Oktober 2021

Versandkosten - Keramikschalen, Preise in EURO, für Länder der EU inkl. 20% USt, für Länder des EWR USt-frei.

Shipping costs - pottery, Prices in EURO, for EU countries incl. 20% VAT, for EEA countries VAT-free.

Gewicht / weight [kg]	AT	DE	CH	Zone 3	Zone 4	Zone 5	Zone 6
1	4,98	10,58	11,71	13,31	13,07	12,01	13,55
2	5,34	11,33	13,37	14,44	14,08	13,77	14,80
3		12,07	15,03	15,56	15,08	15,53	16,04
4	6,48	12,82	16,69	16,69	16,09	17,29	17,29
5		13,56	18,35	17,82	17,10	19,05	18,54
6	7,38	14,30	20,01	18,95	18,11	20,81	19,79
7		15,05	21,67	20,08	19,12	22,57	21,04
8		15,79	23,33	21,20	20,12	24,33	22,28
9		16,54	24,99	22,33	21,13	26,09	23,53
10		17,28	26,65	23,46	22,14	27,85	24,78
11	10,20	18,02	28,31	24,59	23,15	29,61	26,03
12		18,77	29,97	25,72	24,16	31,37	27,28
13		19,51	31,63	26,84	25,16	33,13	28,52
14		20,26	33,29	27,97	26,17	34,89	29,77
15		21,00	34,95	29,10	27,18	36,65	31,02
16		21,74	36,61	30,23	28,19	38,41	32,27
17		22,49	38,27	31,36	29,20	40,17	33,52
18		23,23	39,93	32,48	30,20	41,93	34,76
19		23,98	41,59	33,61	31,21	43,69	36,01
20		24,72	43,25	34,74	32,22	45,45	37,26
21	11,58	25,46	44,91	35,87	33,23	47,21	38,51
22		26,21	46,57	37,00	34,24	48,97	39,76
23		26,95	48,23	38,12	35,24	50,73	41,00
24		27,70	49,89	39,25	36,25	52,49	42,25
25		28,44	51,55	40,38	37,26	54,25	43,50
26		29,18	53,21	41,51	38,27	56,01	44,75
27		29,93	54,87	42,64	39,28	57,77	46,00
28		30,67	56,53	43,76	40,28	59,53	47,24
29		31,42	58,19	44,89	41,29	61,29	48,49
30		32,16	59,85	46,02	42,30	63,05	49,74
31		32,90	61,51	47,15	43,31	64,81	50,99
31,5		33,28	62,34	47,71	43,81	65,69	51,61

Land/ Country	Zone
Österreich/ Austria	AT
Deutschland/ Germany	DE
Schweiz/Switzerland	CH
Großbritannien, Italien, Schweden, Slowakei, Slowenien, Spanien, Ungarn	Zone 3
Belgien, Dänemark, Frankreich, Luxemburg, Niederlande, Polen, Tschechien	Zone 4
Island, Norwegen	Zone 5
Bulgarien, Estland, Finnland, Griechenland, Irland, Kroatien, Lettland, Litauen, Malta, Rumänien, Zypern	Zone 6

Lindworsky KG • Taubergasse 1-3/2/10 • 1170 Wien/ Vienna • Österreich/ Austria

www.tiepot.com • jens@tiepot.com • +43 699 1241 3382

Ordering Process

In our online shop, add the desired products to your **shopping cart**. You will be redirected to the checkout, but you can either continue shopping, view your shopping cart and make any necessary changes, or enter your billing/shipping information. You also have the option to enter a **voucher code** here.

At the **checkout**, select the **payment method** that best suits your needs. You will be redirected to the payment option (PayPal, credit card, GPay, direct bank transfer).

If you selected the "**Direct Bank Transfer**" payment option and have not received an email with your account details, please contact us at bestellung@tiepot.com or by phone at +43 650 888 7736.

You should then find an automatically generated email with your order details in your mailbox. If you do not receive it, please check your spam folder. If you can't find the email with your order information in your spam folder, please send us an email to bestellung@tiepot.com or call us at +43 650/8887736, and we'll find a solution.

Once your order is received, we will process it as quickly as possible and prepare it for shipping. We usually include an invoice and

delivery note with the package. Once shipped, your order will be completed, and you should receive an automatically generated email from us with the invoice.

Depending on the shipping method, you will also receive a tracking link from the Austrian Post. If this is not the case and your order has not yet arrived, please contact us at +43 650 8887736 or by email: bestellung@tiepot.com

For any **other questions/ uncertainties/ requests or complaints**, please contact us at +43 650 888 7736 or bestellung@tiepot.com

For orders to **European non-EU countries** (Switzerland, Norway, Liechtenstein, Iceland), we will complete a customs declaration. Please inform yourself about any customs duties in the destination country before ordering.

If you wish to place an order from **outside Europe**, please contact us by email, as ordering via the webshop is not possible in this case.

PRIVACY STATEMENT

Right of withdrawal

The protection of your personal data is a matter of special importance to us. We process your data according to the legal regulations (DSGVO, TKG 2003). In this privacy statement we inform you about the most important aspects of the data processing in the context of our website.

Contact with us

The data you give while filling in a form on our website or while writing us an email will be stored for six months for processing your inquiry and for eventual follow-up questions. We do not pass on this data without your admittance.

Data handling and storage

We inform you that we use cookies to simplify the processing of the contract and the purchase. The cookies store the IP data of the user, his name, address, and credit card number.

The customer agrees that the following voluntarily disclosed personal data will be processed for reasons of purchase transaction, future visits to our online shop or personalized offers in our online shop: name, address, email address and telephone number.

The data you disclose are necessary for preparing and processing the contract. The data will be transmitted to our bank, the Bank Austria, so the bank is able to debit the purchase price. The data will also be transmitted to the parcel service so the goods can be delivered and to our tax consultant to fulfil his tax obligations.
If the online purchase is aborted the data will be removed.
If a contract is concluded the data will be stored until our tax-related retention period of seven years has expires.
Our data processing follows the Austrian legal provisions of § 96 Abs 3 TKG and of § 8 Abs 3 Z 4 DSG.

Use of cookies

Our website uses so called cookies. These are small text files that your browser stores on your terminal equipment until you delete them. They enable your browser to remember us the next time you visit our website. They do no harm.
We inform you that we use cookies to simplify the processing of the contract and the purchase. The cookies store the IP data of the user, his name, address, and credit card number. The data will be transmitted to our bank, the Bank Austria, so the bank is able to debit the purchase price. The data will also be transmitted to the parcel service so the goods

can be delivered and to our tax consultant to fulfil his tax obligations.

Notice:

If you do not accept cookies please change your browser configurations accordingly. Please consider that the functioning of the website may be limited.

Your Rights

Concerning this data you have a right of information, correction, deletion, restriction, of data portability, revocation and opposition. If you believe that the processing of your data violates data protection law or if your data protection claims have otherwise been violated you can complain to the supervisory authority. In Austria, this is the Datenschutzbehörde.

You can reach us under the following contact opportunities:

Lindworsky KG, Taubergasse 1-3/2/10, 1170 Vienna, Austria; Email: jens@tiepot.com, Phone: +43 699 1241 3382

Newsletter

Our website offers you the possibility to subscribe to our newsletter. For this we need your email address and your declaration of consent.
You declare your consent by clicking on the check box „Yes, I would like to receive the newsletter from TIEPOT.com". By doing so you agree to receive news from our company about our products, current offers and other company related information via newsletter.
You may revoke your consent to receive the newsletter at any time by sending an email, using our contact form or by phone.

RIGHT OF REVOCATION

You have the right to revoke a contract within fourteen days without giving reasons. The withdrawal period begins on the day you receive the delivery or a third person you named (but not the delivery service) receives the delivery.
To revoke the contract you have to give us a clear statement by one of the following opportunities: Lindworsky KG, Taubergasse 1-3/2/10, 1170 Vienna, Austria; Phone: +4369912413382, Email: jens@tiepot.com. The timely dispatch of the revocation shall be deemed sufficient for compliance with the revocation term.
You find a withdrawal blank at page 5.

Consequences of a withdrawal

In case you withdraw the contract we have to return all payments we have received from you including the delivery costs (but excluding the additional costs of a special delivery that you have chosen and that exceeds the costs of a standard deliver) promptly and not later than 14 days after we received the withdrawal. Unless agreed otherwise we use the same means of payment that was used to transfer the money to us. We will on no account charge a fee for this repayment.
We can refuse the repayment until we have received the goods or until you provide evidence that you have shipped the goods, depending on which of this is happens earlier.
You have to return the goods promptly and in any case not later than 14 days after announcing the withdrawal to us.

The shipping costs for sending back the goods have to be paid by you.

In case of a loss of value of the goods the customer has to compensate for it as far as it exceeds the normal loss of value due to a necessary controlling of the function, quality and condition. Plant containers cannot be returned after they have been filled with plant substrate.

WITHDRAWAL BLANK

If you want to withdraw from the contract, please fill in this blank and send it to

Lindworsky KG
Taubergasse 1-3/2/10 or e-mail to: jens@tiepot.com
1170 Vienna

I hereby withdraw from the purchase of the following goods
- Ordered(*)/received on the
- Customer´s name
- Customer´s address
- Signature (only for withdrawals sent on paper)
-Date

(*) Delete as appropriate