

General Terms and Conditions

1. Scope

The following General Terms and Conditions apply to all orders via our online shop.

2. Contractual parties, conclusion of contract

The purchase contract is concluded with ALTERFIL Nähfaden GmbH.

With the placement of the products in the online shop, we submit a binding offer to conclude a contract regarding these articles. Attention: Depending on the screen setting, there may be differences between the colours shown and the colours actually delivered. The contract is concluded as soon as you accept the offer for the goods contained in the shopping basket by clicking the order button. Immediately after sending the order, you will again receive a confirmation by e-mail.

3. Code of conduct

We are subject to the following codes of conduct:

[TrustedShop](#)

4. Shipping costs

Shipping costs are incurred in addition to the indicated product prices. Information on the amount of the shipping costs can be found at the products. The amount of the shipping costs depends on the selection of the mode of shipment and the country of destination. The exact amount of the shipping costs for your shipment is displayed in the ordering process as soon as you have decided on a mode of shipment and entered your receiving country.

Overview of the shipping costs:

Germany	Collection by the customer	0.00 EUR
	Insured shipping (GLS)	4.95 EUR
EU + Norway	Insured shipping (Fedex/GLS)	9.90 EUR
Switzerland	Insured shipping (Fedex)	12.50 EUR

Within Germany, the delivery is free of shipping costs from a goods value of 75.00 EUR.

5. Payment

You can use the following payment methods in our shop:

Payment in advance

If you select the payment method “Payment in advance”, we will provide our bank details in the order confirmation and deliver the goods after receipt of payment. Please specify the order number when transferring the money.

PayPal

PayPal is the online payment service that allows you to pay easily, securely and quickly - and you do not have to pay for the PayPal account. For further information and registration, see www.paypal.de

Only possible for orders from Germany.

Instant transfer

Instant transfer - more convenient is not possible. When shopping online, just pay as you are used to it - with your online banking data and maximum security using PIN and TAN. Thanks to a real time transaction confirmation to the shop, it is possible to ship your ordered goods immediately.

Only possible for orders from Germany.

6. Delivery

Unless explicitly stated otherwise in the offer, the delivery time amounts to 2-3 working days following receipt of payment.

7. Collection by the customer

Basically, it is possible to collect the goods at ALTERFIL Nähfaden GmbH, Bahnhofstraße 33, 09569 Oederan, Germany during the business hours specified below:

Monday to Thursday 08:00 am - 4:00 pm

Friday 08:00 am - 12:00 pm

8. Transport damage

If goods with obvious transport damage are delivered, please complain about such defects immediately (if possible) to the deliverer and contact us without delay. The absence of a claim or the absence of contacting us does not have any consequences concerning your legal claims or the enforcement of those claims, especially not with regards to warranty rights, but you will help us to assert our own claims against the carrier and/or the transport insurance.

9. Storage of contract text

We store the contract text and send the ordering data and our General Terms and Conditions to you by e-mail. You can also use this web page to view and download the General Terms and Conditions at any time. You can view your previous orders in our customer login.

10. Contract language

German is the language available for the contract conclusion.