

GUIDELINES for customers of design andrea-m

The customer recognises the exclusive validity of the guidelines for the customer of design andrea-m for the entire business relation through the usage of our homepage.

The guidelines are equally valid for customers and companies. Product descriptions on this homepage are not obligatory deals, they are supposed to help the customer to make obligatory deals. The customers deal does not replace real life consultation or taking measure via video call.

Procedure: Via Mail, WhatsApp, Phone or FaceTime you pick a model (sketch) from our homepage. In a personal conversation the colour, the material, the price etc. will be discussed. Design andrea-m can accept the offer within 5 days by sending the customer a confirmation of the order. By the acceptance of an offer, design andrea-m will create a cost estimate. 50% of the cost estimate are due after getting the confirmation of the order. If the final price gets 10% higher than the cost estimate the customer will get informed as soon as possible. Until 10% there is no need for Design andrea-m to inform the customer. Design andrea-m has the right to demand a price higher than the cost estimate, as long as the price does not exceed the cost estimate by more than 10%.

As soon as Design andrea-m got the payment, materials will get ordered and the production process is going to get started.

After finishing the price gets created. As soon as the money gets in, the unicum is going to get sent to the customer. There is no right of withdrawal since the product has been made only for the customers special measures. In case the customer changes his address, phone number, mail etc., the customer has to inform us. If the customer does not contact Design andrea-m in such a case, andrea-m can send the product to the known address. If there no special agreement, the product gets send to the given address. Shipping costs are not included in the buying price. Shippings are insured against damage and theft. As soon as the product gets handed over the product is no longer insured. If shipping is not possible because the given address from the customer is not correct the customer has to pay the shipping. In case the customer wants to collect the item by himself, the customer is going to get informed via mail, e-mail or phone. If the product is not getting collected for two years the business relation ends with decay.

Further Andrea-m holds the right to store the product for 5€ per week. Until full payment andrea-m holds ownership of the product. Law of the Republic of Austria applies to all Legal relationships to the exclusion of UN law. Is the customer also an entrepreneur only the concerned Klagenfurt court is going to be responsible. If the customer goes to court against the company or the company goes to court against the customer, the responsible court has to be in the judicial district of the customers habitual residence or working place.

For customers that did not have an austrian residence during the time when the contract got signed venues are valid. All data of our customers is going to get handled strictly confidential. Data protection regulations are heeded.

firm's name:

Andrea Elisabeth Preyhaupt,
Design andrea-m Schneiderwerkstätte

address: Hauptmann Hermann Platz 4, 9020 Klagenfurt

phone: +43 463 25 75 12

mobile: +43 676 5003109

web: www.andrea-m.at

e-mail: design@andrea-m.at

UID-Nummer: ATU45917101

authority in accordance with E-Commerce law:

magistrate of the city of klagenfurt