

## Terms and Conditions

These terms and conditions (hereafter "terms") govern the contractual relationship between customers of the online shop of Glaslabor Rahel Koller (hereafter "Glaslabor").

Glaslabor  
Rahel Koller  
Terassenweg 20  
3012 Bern  
Email: [info@glaslabor.ch](mailto:info@glaslabor.ch)  
Telephone: 078 730 61 38  
VAT Nr: Glaslabor is not subject to VAT.

### 1. Applicability

These terms and conditions apply to all orders made by customers through the online shop of Glaslabor and well as to email and telephone orders of Glaslabor products where not explicitly otherwise agreed upon.

If individual provisions of these terms prove invalid or unfeasible, the validity of the other provisions remains unaffected.

### 2. Contract

By clicking the button "Zahlungspflichtig Bestellen," the customer makes a binding order of all the products listed on the order page. The contract is concluded when Glaslabor sends an order confirmation by email. This is an automatically generated confirmation which is sent upon receipt of your order. As a rule, this takes 1-3 working days.

### 3. Prices

Orders through the Glaslabor online shop can be paid in advance or through PayPal or Twint. All prices are given in CHF (Swiss Francs) and do not include statutory VAT. Glaslabor is not subject to VAT. Prices listed at the time of order are applicable. Glaslabor reserves the right to change its prices at any time. For customers, prices published on the website on the day of purchase are valid.

Shipping costs within Switzerland are CHF 3.– or 8.– for orders under CHF 80.–. Shipping costs for orders to surrounding countries are calculated according to parcel weight. These costs are shown during the purchase process. Shipping costs to countries not listed in the shop can be requested by email.

Orders to foreign countries are subject to extra import costs. These are usually calculated according to the VAT of the country in question of the total price of the order including shipping costs. These can currently only be covered by the recipient.

### 4. Shipping conditions

Orders usually arrive within 2 to 7 working days for orders within Switzerland, or within 6 to 10 working days for orders outside of Switzerland. For payment in advance, this time is counted from receipt of payment by Glaslabor. These are non-binding guidelines. For made-to-order products,

delivery time will be arranged with the customer. If any products in an order are unavailable at the time of order, Glaslabor will contact the customer by email.

## **5. Flaws and returns**

Images and descriptions in the Glaslabor online shop are for the purpose of illustration only. Since the products are made by hand, it is possible that delivered products will vary slightly from products depicted on the website.

It is the customer's responsibility to check products for flaws and condition immediately upon delivery. Transport damage must be reported to Glaslabor immediately. Claims must be made in writing by email within 5 working days, otherwise Glaslabor cannot accept responsibility. Exchange is only possible in the case of flaws, incorrect delivery, or defective products, at the following address:

Glaslabor, Rahel Koller, Terrassenweg 20, 3012 Bern

## **6. Warranty**

Glaslabor guarantees delivery of the products in perfect condition. Should the product nonetheless contain flaws, the customer must report the flaws in writing within 5 business days of receipt. After the flawed product is returned, the customer will receive a replacement. If a replacement is not possible, Glaslabor will refund the payment. Any other claims for discount, cancellation, or compensation for consequential damage caused by a defect are excluded to the extent permitted by law. In addition, the customer forfeits all warranty rights in the case of improper use or care.

## **7. Radix Glass**

When possible, a starter bulb is included with direct orders of the Radix glass from Glaslabor. Unfortunately, this is not always possible in the summer months. For successful cultivation, the bulb must be taken out of the package immediately upon receipt and either stored or planted according to the included instructions. The inclusion of plant bulbs is an exclusive service of Glaslabor that is not accounted for in the product price and is therefore a complimentary extra. For this reason, no replacement is possible if cultivation is not successful.

### Small Radix Glass

November through February: flower bulbs such as hyacinths, tulips, or narcissus.

February through June: begonias or gladioli

August through October: beets

### Large Radix Glass

November through May as long as supplies last

This information is a rough schedule of seasonal availability, which may differ according to actual supplies.

## **8. Limitation of liability**

Claims for damages due to unfeasibility, breach of contract, negligence in conclusion of contract, or unlawful conduct are excluded, exception in the case of unintentionality or gross negligence.

Glaslabor assumes no liability for damage resulting from use of products.

## **9. Privacy Statement**

Personal data is used exclusively for order processing and for the improvement of our offers and services. Personal information is kept confidential and is not transferred to third parties.

## **10. Copyright**

Copyright for all products made by Glaslabor belongs to Glaslabor. The customer does not have the right to make changes to products—especially concerning changes to design or details—without consent from Glaslabor. Copyright for all content, images, photos, or other files on the website belongs solely to Glaslabor or other explicitly named rights holders. Use of this content is only allowed with explicit consent from Glaslabor.

## **11. Other conditions**

Glaslabor reserves the express right to change these terms and conditions at any time and without notice. The version of terms and conditions at the time of order apply. The contractual relationship is subject exclusively to Swiss law. The place of jurisdiction is Bern, Switzerland.

Rahel Koller  
Bern, July 2021