



GENERAL TERMS & CONDITIONS

Proposals, gifting inspiration documents & quotations are generally valid for 14 days unless otherwise stated. All offers are without the obligation as concerns price, delivery times and possibility of delivery. Product availability is not guaranteed.

Prices are indicated per unit and purchase amount, and exclude VAT, taxes and transport. Unless otherwise stated, prices also exclude personalization, packaging, gift wrapping and any other condition not specified in the product description. On export orders duties and documentation fees may apply, these will be charged additionally, and customs clearance will be the customer's responsibility. All product descriptions and all prices can be modified at any time without prior notice, at our sole discretion. We reserve the right to stop offering a product at any time.

Samples will be handed over to the customer (generally without personalization) in many cases to ensure product quality meets expectations. They will be free of charge to the customer in case they will be returned in the same condition (including information tags, information and all accessories), have no signs of usage and the customer decides to work with MICADO Gifting for this project. Otherwise, samples will be charged at B2B price.

Prototypes can be produced based on clients' requests and will be charged to the client with 100% pre-payment. In case the order is placed, 50% of the cost of the prototype will be credited with the project invoice.

Shipping to individual addresses as well as bulk shipments to your company or the place of your event is possible. Shipping fees are charged based on shipping costs which will be calculated for each order, depending on destination, weight, etc. For shipping outside Switzerland custom charges and other costs may apply. For shipping to individual addresses handling fees may apply.

Delivery is calculated from the receipt of the signed order confirmation and / or the approval of the final artwork. Delivery dates are subject to final confirmation due to stock availability and production time. Unless otherwise stated we may supply +/- 10% on the quantity ordered depending the products supplied. Due to continuing global shipping and supply chain issues, estimated delivery dates will be provided on order placement but delivery timescales may be subject to change and cannot be guaranteed. Your order may be sent in separate shipments unless specified otherwise. The seller undertakes no liability whatsoever for the consequences of delayed delivery in the case of force majeure.

Express delivery (that means, requests for a delivery time frame faster than normal delivery time offered by the manufacturer) are subject to individual evaluation of each project and may be accepted if the manufacturer can meet the requested delivery date. Additional charges may apply. Express orders will be invoiced with 100% pre-payment.

Change of delivery date or annulation: Due to the custom nature of your order, we regret that are unable to accept cancellation of, or returns for the goods, after receipt of a confirmed order confirmation, as production of the ordered products will have started.

Payment: For orders below 1000 CHF: 10 days after fulfillment of the order. For orders above 1000 CHF: 50% of the order amount at placement of the order, 50% of the order amount 10 days after fulfillment of the order. For payments with credit card + 3% of the order value will be charged.

Warranty and goodwill: Items with manufacturing defects will be processed by MICADO Gifting following a written claim and picture proof by the client. MICADO Gifting will handle claims on a case-by-case basis following each manufacturer's return process and guarantee on defects. Generally, the manufacturer examines the claim and offers different options for compensation, which MICADO Gifting will pass on to the client.

Claims: Claims must be submitted in writing at the latest 8 days after the receipt of the invoice and / or product delivery. After that the date, claims are no longer entitled to be acknowledged. No claims will either be acknowledged if the goods which have been delivered have been processed in any manner.

Liability: We are not liable for any damages whatsoever, in any form whatsoever, whether they are direct or indirect, which could be the result of the use, or the unsuitability, respectively, of what we have delivered. This does not affect any provisions of obligatory law which have been laid down in statutory provisions. With regard to the goods which we have in our possession in connection with the implementation of an agreement, the buyer is obliged to indemnify us in full against any claims of third parties, even if they relate to compensation of damages which can be directly connected with those goods.

Changes to the General Terms and Conditions: You'll find the most recent version of the General Terms and Conditions at any time on our website <https://www.micado-gifting.ch/gtc>. We reserve the right to update, modify or replace any part of these general terms & conditions by publishing updates and changes on our site.