

GENERAL BUSINESS CONDITIONS

1. CONTRACT (B2B)

We only sell to Business-Customers according to their Business-Activities.

2. ORDERING

You can order our products by phone, mail, e-mail, fax or with our order form at the website. There is a button (“RESET”) to clear all your data, given to the order form (see “privacy policy”). There is no minimum quantity for ordering. Contract/order language is English.

3. SECURITY

We also take seriously the issue of security (see “privacy policy”). Your data will never be given to other persons, companies or organizations. Data of your bank account and/or credit card info will never be sent by unsecured data connections.

4. CONFIRMATION

After ordering products at our website, you will get a confirmation by e-mail within one week.

5. DELIVERY

Delivery will be done by Priority/Airmail with registered mail (Incoterm: EXW). For a special delivery service please contact us. After we have sent the confirmation you will get the delivery within two weeks. If you did not get the delivery in time, please let us know. In special cases you will be informed that the delivery will take a longer time.

6. PRICES

All our prices are given in EURO, without any tax, mailing and handling charges. The net-prices are listed at our website or you can call us for a printed price list. We will send it to you by mail, e-mail or fax. Prices are subject to change. The prices are fixed up to the appearance of the next pricelist.

7. PAYMENT

The payment should be done normally 30 days after you have got the delivery including the invoice. After that time you will get a reminder. The payment can be done by bank transfer to our account which is given to you with our invoice. There is also the possibility to pay by creditcard (VISA, MASTER, DINERS or PAYPAL). If you want to pay by creditcard you have to send us: card-type, card-number, holder, the CVV2 or CVC2 code (on backside of your card) and expiration date by fax or mail. All goods remain up to the complete payment our property. In special cases only, we can ask for ‘payment before delivery’.

8. MAILING & HANDLING CHARGES

The mailing and handling charges depend on the weight, the distance of delivery and your way of payment. With our confirmation (within one week) you will get a proforma invoice where you will see this charges.

9. CUSTOMERS

We sell our products to companies, organizations and to government offices only.

10. WARRANTY

If there is problem with our products (e.g. white or wrong pages in our books, problems with data transfer from our CD-ROM to your computer, ...) please let us know and will try to fix your problem.

If there is any damage caused by the transport, please contact the agency delivering our products in your country and let us know it, too. We will send a second delivery on cost of the transport organization to you.

11. DISCLAIMER

We assume no liability for the content of external links. The operator of linked pages is only responsible for its content.

12. LICENCE CONDITION FOR SOFTWARE PRODUCTS

The distribution of data from our software products is not permitted. Each of our software products has a "single user license" and it is not permitted to use it in a computer network. The "single user license" is only given to the ordering company. For a "multi user license" please contact us by mail. By his order the buyer recognizes these business conditions. Deviations from these conditions are only effected, if they were agreed upon in writing and confirmed by us.

Place of delivery and area of jurisdiction is Wr. Neustadt, Austria. Our contract applies to Austrian law. Judicial language is German.

Austria, 14/08/2014