

Terms of Sales

Price

The prices of the products of the Boutique Spatial are indicated in Swiss francs, net amounts, including VAT and guaranteed.

Items covered by a warranty are subject to the conditions of the offer valid at the time of purchase. The guarantee takes effect on the date of delivery of the item, justified by the accompanying document (invoice) that we ask you to keep carefully. Not covered: damage due to poor maintenance, non-compliance with the instructions for use, or normal wear and tear.

Availability

Our delivery commitment is void in the event of failure or non-respect of lead times by our own suppliers, and to the extent that this unavailability is not attributable to Swiss Space Tourism. In case of unavailability of a product, we will inform you as soon as possible.

Payment terms

Payment methods: Paypal payment or bank transfer or postal transfer.

Delivery and transport

Sending of available articles is done by post within a period of 1 to 2 weeks. A contribution to shipping costs from you is requested once per order. For Space Caviar orders, in order to allow optimum delivery, respecting the necessary cold chain, a telephone or e-mail contact will be established to set the delivery terms.

PLEASE NOTE: Swiss Space Tourism does not deliver parcels in PO Box and does not deliver any goods to a minor clientele or under guardianship, except with the written authorization of the parents or guardian.

Return or exchange of goods

Items must be returned intact and complete in their original packaging (with labels with their references), accompanied by the delivery note, within 7 days after receipt of your package. Shipping costs related to the return are your responsibility. In the case of an exchange order, the shipping costs of your new order are offered.

Legal guarantee

Check the condition of the delivered goods without delay to exclude obvious defects in material and workmanship, as well as transport damage. In accordance with the law, you are obliged to notify us of any defect or anomaly affecting the goods delivered to enable us to remedy them.

Data protection

All personal data will be considered confidential. The information necessary for the management of the order will be subject to computer processing and may be communicated to associated companies as part of the management of the order.

Applicable law and jurisdiction

The applicable law is Swiss law and any dispute will be handled by the District Court of Geneva.