

General Terms and Conditions (GTC) of Pitilino Design

Pitilino Design

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1. Scope of application

These General Terms and Conditions (GTC) apply to all orders placed by consumers via our online store or at our point of sale.

2. Offer and conclusion of contract

The presentation of products in our online store does not constitute a legally binding offer, but a non-binding invitation to order. A purchase contract is concluded when we accept the order by sending an order confirmation by e-mail or by dispatching the goods.

3. Creative freedom for customer orders

Individual customer orders are designed by prior arrangement. The customer gives Pitilino Design the artistic freedom to create the work in its own style and at its own discretion. There is no design or preview of the final artwork. The customer relies on the creative realization of Pitilino Design. After completion, a return, change or complaint due to creative aspects is excluded.

4. Prices and terms of payment

All prices are in CHF and include the applicable statutory VAT. Payment can be made by prepayment, PayPal, TWINT or Mastercard. The goods will only be dispatched or made available for collection once payment has been received in full.

5. Delivery and collection

The goods will be shipped to the address specified by the customer. Alternatively, the goods can be collected from our point of sale. The shipping costs are indicated in the order process. Delivery times depend on the product and are indicated on the product page or in the order confirmation.

6. Right to cancel

Consumers have the right to cancel their order within 14 days without giving any reason. The period begins with the receipt of the goods. To exercise the right of withdrawal, the customer must send Pitilino Design a clear declaration by e-mail or post. The customer shall bear the costs of the return shipment. Exception: The right of withdrawal does not apply to individually manufactured or personalized products.

7. Liability for transportation damage

The transportation risk lies with the shipping service provider. If the goods are damaged on arrival, the customer must report the damage to the delivery company immediately. Pitilino Design will assist the customer with the claims process, but accepts no liability for damage in transit.

8. Warranty

The statutory warranty rights apply. Minor deviations in color and shape of the artwork due to craftsmanship are not a defect.

9. Reservation of ownership

The goods remain the property of Pitilino Design until payment has been made in full.

10. Closing provisions

The law of Switzerland shall apply. Should individual provisions of these GTC be invalid, this shall not affect the validity of the remaining provisions.