
General Terms and Conditions

Prices

All prices are quoted in Swiss francs (CHF) and are exclusive of Swiss VAT. Prices are subject to alteration. In the event of extreme variations in price (more than 40% difference from the price of StarSign.ch), the recipient shall be informed and we reserve the right to deliver the item at another price.

Data protection

No personal information (including email addresses) shall be forwarded to third parties. There shall be an email newsletter about products and services, issued no more than 4 times annually. This can be subscribed to or unsubscribed from by means of a reply email.

Ordering

Orders must be made in writing, by letter or email. The receipt of an order by StarSign shall be deemed as acceptance by the customer of the applicable General Terms and Conditions.

Use and liability

The purchasers and users of StarSign products declare that they are familiar with the regulations and laws of the country concerned and that they shall only use the products on public routes and roads in compliance with the law. StarSign cannot be held liable for damage (resulting from misuse, manufacturing defects, incorrect handling or operation or illegal use) or for loss.

Customs

For deliveries abroad (to destination countries other than Switzerland and Liechtenstein), the postal and customs authorities in the destination country shall determine the applicable national rates. These shall be charged as additional costs to the ordering party.

Postage and packaging charges

We dispatch all packages via a delivery service provider (Switzerland and Liechtenstein) or by mail (rest of the world) and charge a flat shipping rate for each order. This amount is shown separately on the invoice and we reserve the right to make COD shipments (with prior notice).

In the event of damage in transit, the recipient must inform the delivery service provider and the supplier immediately. The delivery service provider shall bear the responsibility for this.

Payment methods

The following methods of payment are available:

- Delivery against invoice (Switzerland and Liechtenstein only)
With goods ordered to a value of less than CHF 1,000.00 and a registered address with telephone in Switzerland or Liechtenstein, delivery is made against invoice (payable within 30 days). The invoice is payable using the credit transfer details stated therein. Within this period, we grant a 3% discount on the invoice amount (discount excludes postage and packaging).
- Delivery after receipt of advance payment (rest of the world)
After receipt of order, we grant a 3% discount on the invoice amount (discount excludes postage and packaging) for advance payment by bank transfer. After receipt of payment in cash or by credit transfer to the bank account stated, we dispatch the reserved item immediately.

In the event of an incorrect delivery through no fault of the customer, no costs for postage and packaging shall be charged for correcting the delivery provided that the goods are undamaged and unused. We do not permit credit card payments in a conscious effort to limit the handling of sensitive information.

Guarantee

We provide a guarantee of one year from the date of purchase (with the invoice/receipt being deemed the certificate of guarantee) on all new StarSign products and faulty products will be replaced with products of the same type. No claim can be made under the guarantee without invoice or receipt. The guarantee will become null and void immediately where the customer or others have made repair attempts, the item has been incorrectly assembled or alterations have been made to the item. Additionally, the more detailed terms of the guarantee published on the website apply.

Exchanges and returns

Exchanges and returns of items are only possible within 10 days and apply only to undamaged, unused items. For exchanges, we refund the full invoice amount (less postage and packaging). For returns, we refund the invoice amount (less postage and packaging and a processing fee of 10%). The invoice or receipt must be provided in these cases.

Reminders

A reminder will be sent for defaults in payment of more than 5 days after the first payment date. After two written reminders, we will pass on the outstanding amount, without further notification, to the authorised collection agency. Additional costs arising therefrom will be charged to the debtor.

Ownership

The goods shall remain the property of the company StarSign Aebi Ltd liab. Co (also called StarSign GmbH) until payment is received in full.

Place of jurisdiction and place of performance

The place of jurisdiction shall be 4500 Solothurn, Switzerland. Swiss law shall apply. The current, published version (document) of the General Terms and Conditions shall apply.
