



GENERAL TERMS AND CONDITIONS OF SALE

When you place an order, you expressly confirm that you have understood and accepted these general terms and conditions of sale. They are not much fun, but they are important so please take the time to read these next few lines.

These general terms and conditions of sale apply to all sales contracts concluded remotely between a private customer (you) and Sekoya Diffusion SA (us). They determine the rights and obligations of each of the contracting parties. Sales contracts concluded with professionals are excluded.

PRODUCT CHARACTERISTICS AND PRICE

At Sekoya, we continually improve our products and update our packaging regularly in order to comply with changing regulations. Information regarding the characteristics and availability of products and product pictures on our website are not contractually binding and are only provided as an indication.

You shall be invoiced for items according to the prices in place on the date of your order. These shall be sent to you by e-mail on your order confirmation notification or confirmed with you over the phone. The prices shown always include VAT.

ORDERING AND CONFIRMATION

After placing your order on the sekoya.ch website, over the phone or in writing, you shall receive an order confirmation by e-mail, over the phone or in writing. This means your order has been logged and acts as your sales contract.

DELIVERY

Postage and packaging charges are shown when your order is confirmed and are invoiced along with the products ordered. Orders are prepared and dispatched within 48 hours. Delivery times within Switzerland are usually three working days.

We work closely with our shipping partners but we cannot guarantee their services and bear no responsibility if there is a problem with the delivery, if the delivery is late or if the package goes missing.

If the products delivered differ from your order, if a product is damaged or open⁽¹⁾, contact us immediately. You must not use the affected product or products.

⁽¹⁾ Bottle: the lid has been removed or split / Box: blister pack is missing or perforated.

RIGHT OF RETURN

When ordering from Sekoya, if you change your mind, you can return your unopened, unused products at your own expense within 14 days after receiving your order.

Please use the form on the back of the letter you receive with delivery so we can process your returned items.

We do not accept products returned after 14 days, if they have been opened or are part of a promotional or special offer. You are responsible for obtaining proof of return.

TERMS AND CONDITIONS OF PAYMENT

If you did not pay for your products when you ordered, you shall receive an invoice with the delivery. You must pay the invoice within 30 days of the date on the invoice.

If your payment is late and you have received the first reminder (which carries no charge), we shall be obliged to issue you a summons and shall invoice you a charge of CHF 10 for additional costs. If you continue to default on payment following the summons, your file shall be passed to a debt collection agency which shall charge you administration fees starting from CHF 20. All amounts not paid by the due date shall be increased, automatically and without summons or prior notice, by a fixed amount of 7.5% of the amount due. The legal interests are also due by the due date of the unpaid amount automatically and without prior notice.

RETENTION OF TITLE

The products remain our property until they are paid for in full.

DATA PROTECTION

All the information we collect when you order and pay shall only be used for commercial purposes. This means we comply with the Swiss Data Protection Act of 19 June 1992.

AMENDMENTS

Sekoya reserves the right to modify these general terms and conditions of sale at any time and without prior notice. Each new version of the general terms and conditions of sale replaces the previous version, thus rendering it null and void.

APPLICABLE LAW AND PLACE OF JURISDICTION

When you place an order with Sekoya, you agree to enter into a contract governed by Swiss law. For any legal disputes, the competent courts are the Neuchâtel Common Courts.