

## **Terms and Conditions of Service**

The business relations between Bavarian Tradition and the customer are based exclusively on the below indicated terms and conditions of service effective at the time of the order.

### **Order Acceptance**

Your order is an offer to us that terminates in a sales contract. Our receipt of your electronic order, or your receipt of our Electronic Order Confirmation does not signify our acceptance of your order. We reserve the right to accept or reject your order at any time after its receipt. We ship complete orders only, and do not ship partial shipments. A sales contract becomes legally effective when the items are shipped to the customer.

### **Product Information**

Handcrafted items may vary from the photo as shown on your screen - in color, size and detail content. Also consider that item images may vary depending on your computer's resolution.

### **Ordering**

The representation of products in our online shop shall not constitute a legally binding offer, but rather an unbinding online catalogue. By clicking on the Buy button you are submitting a binding order for the goods in your shopping basket.

Receipt of your order is confirmed by an automated e-mail sent immediately after your order is submitted but does not constitute acceptance of a contract. We may accept your order by sending a separate order confirmation by e-mail or by delivering the goods within two days.

We save the contract details and send the order details to you by e-mail. You can view previous orders in your customer account.

In the case of clerical or printing errors contained in our order confirmation, or should our prices be subject to technical transmission errors, we have the right of appeal. Any payments already made will be reimbursed to you immediately.

### **Sales prices**

The prices stated in our online shop do not include statutory value added tax and other price components and are less postage and packaging.

If there should be an entry error in the pricing we reserve the right to amend this price in exceptional cases.

### **Right of withdrawal**

You are entitled to withdraw from this contract within a period of fourteen days

without giving a reason. The withdrawal period is fourteen days from the day on which you or a third party stated by you who is not the carrier took possession of the last goods.

In order to exercise your right of withdrawal, you must inform us about your decision to withdraw from the contract by making a precise statement (e.g. a letter sent by mail, a fax or an e-mail).

Dispatching the notification concerning your exercise of the right of withdrawal before the expiry of the withdrawal period is sufficient to meet the withdrawal deadline.

If you withdraw from this contract, we shall repay all payments received from you. We will use the same means of payment you chose for the original transaction unless explicitly agreed otherwise. We can refuse the repayment until we receive the goods or until you provide proof that you returned the goods, whichever is earlier.

You shall return or hand over the goods without delay and no later than fourteen days from the day on which you informed us about your withdrawal from this contract. This period shall be deemed observed if you dispatch the goods before the expiry of the period of fourteen days.

Please return the goods to the following address:  
Bavarian Tradition  
650 Versailles Cir Unit C  
Elk Grove Village, IL 60007

Please email us to inform us of your decision to return the goods before you return them.

This guarantees the quickest possible allocation of the products.