



Cartoonmuseum Basel Zentrum für narrative Kunst

General Terms and Conditions

The following General Terms and Conditions apply:

Scope

The following General Terms and Conditions apply to all orders placed on this website. All goods on this website are products of Cartoonmuseum Basel, St. Alban-Vorstadt 28, 4052 Basel. The Cartoonmuseum Basel books published by Christoph Merian Verlag are also sold via the publisher's outlets that are separate from the museum.

Price

Prices are subject to change; mistakes and processing errors can occur. For orders, the prices valid on the day of delivery, which include VAT, shall apply. Prices in CHF apply to orders with a billing and/or delivery address in Switzerland or Liechtenstein. Prices in EUR apply to orders with a delivery address in any other country.

Terms of dispatch

We immediately deliver the ordered titles to the address you specify. We reserve the right to fulfil your order only insofar as the goods are actually in stock. If a title is not available, you will be notified accordingly.

Postage and packaging costs

Book deliveries and postcards

For Switzerland: CHF 5.–/CHF 10.–, depending on the weight and size of the parcel

For Europe: EUR 12.–/EUR 29.–, depending on the weight and size of the parcel

Posters and screen prints

For Switzerland: CHF 10.–, depending on the weight and size of the parcel

For Europe: EUR 34.–(poster F4)/EUR 12.–(poster A2), depending on the weight and size of the parcel

Delivery dates depend on the postal service in the destination country. All stated delivery dates and times are non-binding.

If a repeat delivery becomes necessary due to an incorrectly specified address or non-collection of a parcel, the customer shall cover the additional postage and packaging costs incurred.

For deliveries in Switzerland, value-added tax is included in the price shown. For deliveries to other countries, the price shown is net, i.e. it does not include value-added tax.

Import costs

When importing goods into countries outside Switzerland, import duties may be incurred, which must be borne by the customer. These vary according to the different customs territories, and to the weight and value of the parcel. Any customs duties, processing fees or taxes incurred in the destination country for deliveries abroad are borne by the recipient.

Payment

All payments can only be made using the specified payment methods. Credit card payments are processed via Worldline. This means that no credit card information is disclosed to Cartoonmuseum Basel.

Establishment and fulfilment of the contract

The purchase contract is considered to have been entered into when the customer receives confirmation of the order via email. Contract fulfilment on our part occurs when we accept your order by sending you the goods. Cartoonmuseum Basel will not fulfil any orders that are obviously fraudulent or incomplete. We reserve ownership of the delivered goods until full payment has been received. Furthermore, delivery of the desired item is subject to availability.

Cancellation

The products can be returned in their original packaging within ten days, provided they show no signs of use. The purchaser shall cover postage costs. Returns are to be sent to the following address:

Cartoonmuseum Basel
St. Alban-Vorstadt 28
4052 Basel
Switzerland

All items are checked before dispatch and sent in flawless condition. The shop will only accept returned goods with proof of purchase.

The purchaser must examine the goods upon receipt and report any defects to Cartoonmuseum Basel immediately. If this does not occur, the goods are deemed to have been accepted.

Returns will be refused if the goods are damaged or show signs of use and/or the packaging is incomplete.

For goods returned after ten or more days, there will be no refunds and such goods will not be sent back.

In the event that goods are damaged or lost while being returned, no refund will be granted. It is advisable to label the returned parcel with a tracking number. Any postage costs or customs duties incurred will not be refunded.

If the returned parcel is accepted, a replacement delivery will follow.

Personal data

Upon placing your order, you agree that we may store your personal data in machine-readable form and process or use it for the purpose of fulfilling the existing contractual relationship, and for our own promotions only. In particular, the specified purpose also includes delivery and invoice processing.

Cartoonmuseum Basel undertakes to protect the privacy of all persons who use our site. No personal data will be sold to third parties.

Applicable law, place of jurisdiction: Basel