

All quoted prices apply only to online orders and refer only to end-consumers in EUR currency, value added tax (VAT) and packing included. The prices for tea refer, if not else wise shown, to 100g. Other packing amounts are only for specially declared cases intended. For a purchase of 5 EUR you get as a registered customer 1 T-point on your T-point account credited (exempt from discounted products). If you have collected 20 T-points you will receive a credit of 5 EUR on the following online order.

Prices & Shipping Costs

The minimum order amount for orders in our Online Shop is EUR 15,00.

Shipping costs within Austria:

There are two possibilities for the delivery of the goods - with DPD Package Service or the Austrian Mail Service.

Up to a value of goods of EUR 30,00 the shipping costs are as following:

DPD Package Service - EUR 3,90

Austrian Mail Service - EUR 4,90

From a value of goods of EUR 30,00 we charge the following shipping costs:

DPD Package Service - shipment is for free

Austrian Mail Service - EUR 4,90

Shipping costs outside of Austria:

For deliveries abroad - to Germany and Switzerland, we charge shipment fees of EUR 10,00.

For orders from Andorra, Belgium, Denmark, Finland, France, Greece, Great Britain, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Portugal, San Marino, Sweden, Slovakia, Slovenia, Spain, Czech Republic, Hungary, Vatikan we charge shipment fees of EUR 15,00.

For orders from other countries, we charge the actual postal shipment fees, which depend on the weight. If you choose the country in the cart, the shipping costs will be shown!

Payment

Credit card

We accept for payment from foreign countries only the following credit cards: American Express, Visa, Master Card and Diners. For credit card payment we accept American Express, Diners Club, Visa, MasterCard and JCB. Your credit card will be charged once the order leaves our warehouse. Payment is handled by the Payment Service Provider OGONE which guarantees that no credit card data is being processed or saved with us. Upon entering of a new address (as well as gift orders) a re-entry of the payment information will be necessary. This guarantees that an address can only be changed at your express request.

Paypal

The conditions for credit card payment are also valid for Paypal payment.

Prepayment

For prepayment you transfer the invoice amount stated in your order confirmation to the indicated bank account. We send your order upon receipt of payment within 1 to 3 work days. Following you find the account information of Demmer GmbH

The bill is always issued in EURO currency.

The goods travel on the risk of the orderer. Transport-damages have to be reclaimed formless in writing to the deliverer within 24 hours after receipt of the goods. Customer complaints or quality dissatisfactions have to be announced to DEMMER Handelsges.m.b.H. within 8 working days after receipt of the products. Please contact us immediately in the case of transport-damages or complaints ().

Until the full payment of the purchase price, inclusive side charges and delay interests towards us, the goods remain our property. At payment delays out of previous business cases, we can withdraw from a treaty.

Delivery time

For inland orders it takes normally 3 to 5 working days for delivery. Orders from the EU take normally between 7 to 10 working days for delivery. For deliveries to other foreign countries it normally takes between 10 to 14 working days.

Please consider that this is just an empirical value, because we have no influence on the deliverer. Working days are Monday to Friday, holidays are no working days. Please also bear in mind that every country has different holiday regulations and we follow the Austrian regulations.

The contract of sale comes into existence through the order of the buyer and our confirmation of the order, to which we attach an order number. The contract of sale is a subject to the Austrian law conditions.

Place of fulfilment and jurisdiction is Vienna/Austria

Demmer GmbH

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UID: ATU70056468

Information according §5 nr. 1 e-commerce law

Severability Clause

Should individual provisions of these General Terms and Conditions of Business be ineffective or unworkable, or become ineffective or unworkable after conclusion of the contract, the effectiveness of the remaining General Terms and Conditions of Business is unaffected. The ineffective or unworkable provision is to be replaced by an effective and workable provision whose effects come closest to the economic objective originally being pursued by the contracting parties. In the event that the General Terms and Conditions of Business prove to be incomplete, the preceding provisions shall apply accordingly.

Data Protection

DEMMER GMBH processes your personal data in connection with the fulfillment of the contract or for the execution of pre-contractual measures as well as for information and marketing purposes. Without this data, we cannot conclude or fulfill the contract with you.

For the purpose to contract execution, it is necessary to pass on your personal data to internal and external service providers. The above-mentioned third parties are appointed by DEMMER GMBH within the meaning of Art. 28 GDPR as a processor and they are committed to data security in accordance with Art. 24 and 32 GDPR.

Your data will only be processed within the EU.

We store your personal data exclusively within the scope of legal obligations.

Every customer who transfers personal data to DEMMER GMBH has the right of information according to Art. 12/13 GDPR, information according to Art. 15 GDPR as well as correction or deletion of personal data and restriction of processing in accordance with GDPR. In case of complaint, you can contact the competent authority. For fulfillment of your rights, please use the e-mail address office@demmer.at.