

General trading conditions (AGB)

These conditions apply to all sales made over the Internet via the www.rehva.eu website or through the REHVA Sales Department.

1. Orders

You can place your orders:

- over the Internet: www.rehva.eu
- by e-mail: sales@rehva.eu
- by fax: +32-2-5129062
- by mail:
REHVA Office
40 Rue Washington
1050 Brussels
Belgium

2. Availability of items

All orders are filled at our office. The products that we have in stock are generally shipped within 1 week. However, REHVA cannot be held liable for failing to meet posted delivery times. If an item that has been ordered is no longer available, the customer will receive a notice to that effect by e-mail.

3. Price

Prices that are posted on the www.rehva.eu website are in Euro, and do not include delivery charges when applicable. The price is payable in full in a single payment at the time when the order is placed. All orders are payable in Euro.

4. Delivery charges

Delivery charges include preparation and packaging fees, along with postage. They are determined based on the number of items ordered, and the total value of the order before delivery charges.

5. Payment

Orders that are placed via the www.rehva.eu website must be paid by credit card. We accept VISA and MASTERCARD only. Orders that are placed by email at sales@rehva.eu or by fax may be paid for by bank transfer.

6. Delivery times

A period of 7 days must be allowed for a delivery inside Europe. REHVA cannot be held liable for a delay in delivery resulting from a shortage of stock or caused by the carrier under any circumstances.

7. Product returns

Items that are sold by REHVA are new and guaranteed to be without defect. If an item is found to be defective, or does not correspond to what was ordered, REHVA undertakes to exchange or refund it,

including delivery charges, within 10 days following the delivery date, on the condition that it is accompanied by the delivery notice or a copy of the REHVA invoice or Proforma invoice.

In order to return an item, the customer must contact us by email at sales@rehva.eu or by phone at +32-2-5141171 in order to take the appropriate steps.

8. Digital products

Customers can download digital products purchased on the www.rehva.eu site as soon as the transaction has been accepted. The digital files acquired are works produced by the authors and are therefore protected by the Copyright Act. According to the law, digital files can be purchased solely for personal, private and non-commercial use. Any reproduction, collective use, resale or rent is strictly forbidden and can be subject to legal proceedings. The digital copy cannot be printed or edited.

No exchange, credit or reimbursement can be accepted once a sales transaction of a digital product has been confirmed. In no instance will REHVA be held responsible for any compatibility issues between a digital product and an electronic appliance, except in cases when the product description displayed is seen to be invalid.