

General terms and conditions of business

Business Terms of axelhecklau.com, Germany:

Prices

Our prices are calculated and displayed in Euro. On our website, you can also get the prices posted in US\$. The invoice will be billed in the currency you have chosen during your order.

VAT (Value Added Tax) for sales within the EU (European Union)

Generally all prices (products and shipping) we display include German VAT. We have to charge VAT from all customers within the EU.

There are two groups who don't have to pay VAT:

- customers from a EU country with a company and a valid VATId Number
- customers from outside the EU when the shipment is going to be shipped outside the EU.

Import Taxes and Duties for shipments outside the EU

Please note that our confirmed export prices out of EU include shipping cost and export fees. They do not include import taxes and duties. If you like to know these costs before you order, please contact your local customs office. We are happy to provide you with the necessary information (proforma invoice, tariff numbers) you need to get the estimate of the import duties in your country.

How to order

All orders need to be placed in writing. Please use the onlineshop. When you order on our webshop, hitting the button "confirm order" will generate an e-mail to us which is worth a written order. We confirm every order in writing. Orders are not legal until they were confirmed by us. The confirmation from our side shows the exact price and shipping fee. It is important to us that you know the exact details of your order before we process it further.

Cancellation / Return policy

Orders can be cancelled within two weeks after they were confirmed. The wish to cancel the order needs to be made in writing. We accept returns of merchandise on the customers expenses within two weeks after delivery. We will refund the price for the merchandise but we do not refund any costs for shipping, taxes or duties.

Warranty

We give a warranty of two years for our products. The warranty covers lacks of material or manufacturing. It does not cover damages caused by misuse of the products or mechanical wear.

Payments

We accept the following ways of payment:

Euro IBAN bank transfer and Paypal-Plus (includes credit card and paypal payments)

Shipping

All prices are posted without shipping. The shipping costs vary from the amount you order and the carrier you choose. The possible shipping options and prices will be posted while you go through the shopping procedure. We usually ship with German Post/DHL.

Delivery time

Most products we offer are on stock and can be sent out within 3-7 days. If an order needs longer to be finished (e.g. because of shortage of material or a breakdown of a machine) we will inform you right away.

Contact

If you need further information, please don't hesitate to ask for assistance