

## Please note our General Terms and Conditions

**Dispatch** – We deliver by post as quickly as possible, usually within just a few days. However, please remember that, as our products are not mass-produced, delivery times cannot always be observed. Where this is the case, we will inform you immediately by email.

We use the Swiss postal service to dispatch our products:  
Delivery within Switzerland: Priority, insured

Delivery within the rest of Europe: Priority, insured (3-4 days)

Delivery to the USA and other countries: Priority, insured (5-10 days)

We do not assume any liability for non-delivery due to wrongly stated delivery addresses, the recipient being absent, problems with customs or events beyond our control.

**Data Protection** – To process your order, we save your address and information relating to the order. Naturally, we undertake to safeguard your personal information in accordance with the provisions of the Swiss Data Protection Act. In addition, we guarantee that we will not give your address details to anyone else.

All contracts for supply and delivery concluded with us, including those involving other countries (i.e. an order from or dispatch to a country outside Switzerland), are subject to Swiss law. The place of jurisdiction is Zurich.

**Payments** – We accept online credit card payments via PayPal as well as PayPal or bank transfers. PayPal is

known to provide fast, safe service for international shopping and ensures that customer details are kept confidential and that we have no access to that information. Our shop currently accepts payments in Swiss francs only.

Credit cards: VISA, MASTERCARD, AMERICAN EXPRESS.  
Free shipping for orders over 450 CHF.

**Returns** – We accept returns only in the event of damage in transit caused by the post office. The damaged product, **together with a damage report from the post office**, must be returned within 20 days of sale, in its original condition, i.e. unopened to: **vero.profumo, Vero Kern, Grebelackerstrasse 7, CH-8057 Zürich**

**Customer service** – For complaints, or questions about dispatch, payment or right of return, please contact us at **profumo@veroprofumo.com**. Thank you.

**Conclusion of contract** – The contract for supply and dispatch comes into being upon acceptance by us, when we confirm your order by email.

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