



supermagnete

General Terms and Conditions (GTC) as of 22/05/2010

§ 1 Purpose and Use of the General Terms and Conditions

H\Y'; YbYfU`HYfa g`UbX`7cbX]h]cbg`f\YfYUZhYf`WU`YX"; H7E`fY[i`UHy`h\Y`fY`Uh]cbg\]d`VYtk`YYb`K`YVWUZh; a`V<`fUg`cdYfUhc`f`cZ`Gi`dYfA`U[`bYhY`W\`E`UbX`h\Y`W`ghca`Yf`H\Y'; H7`UfY`Ub`]bhY[`fU`dUfh`cZ`h\Y`U[`fYYa`Ybh`VYtk`YYb`K`YVWUZh; a`V<`UbX`h\Y`W`ghca`Yf`

§ 2 Prices

5`g\cd`df]Wg`]bW`XY`+`*`i`J`5H`Df]W`ei`chYg`UbX`cfXYf`W\`bZ]fa`Uh]cbg`UfY`V]bX]b[`"Gi`VghUbh]U`Yffc`g`UfY`YI`WdhYX`

§ 3 Place of delivery and Use of Delivered Goods

K`Y`XY`]j`Yf`k`cf`Xk`]XY`YI`Wdh`hc`h\Y`I`G5z`7UbUXU`UbX`>UdUb`"Ci`f`[`ccXg`UfY`bch]`bhYbXYX`Zcf`i`gY`]b`cf`YI`dcfh`hc`h\Y`I`G5z`7UbUXU`cf`>UdUb`"I`g]b[`ici`f`[`ccXg`]b`h\Y`X]fYVh`cf`]bX]fYVh`dfcXi`Vh]cb`cZ`]hYa`g`]bhYbXYX`Zcf`YI`dcfh`hc`h\Y`UVcj`Y!`a`Ybh]cbYX`W\`i`bhf]Yg`]g`h\YfYZcfY`ghf]Vh`mdfc\]V]hYX`

§ 4 Payment terms for customers in Switzerland and Liechtenstein

fGYY`hYfa`g`cZ`XY`]j`YfmO`Htd`##k`k`k`"gi`dYfa`U[`bYhY`W\`#V\`bX]h]cbg"d`d`d`E`

i Invoice

K`Y`k`]`gYbX`mci`Ub`]bj`c]W`UbX`U`dUm]`b`g`]d`k`]h`h\Y`XY`]j`Yfn`H\Y`bYh]`bj`c]W`Ua`ci`bh]`g`dUmUV`Y`k`]h`]b`" `\$XUmg`k`]h`ci`h`XYXi`Vh]cbg`"K`Y`fYgYf`Y`h\Y`f][`h`hc`gYbX`mci`Ub`]bj`c]W`Zcf`dfY!`dUma`Ybh`Uh`ci`f`X]gWYh]cb`"

i Credit card (Master Card, VISA, American Express)

"`DUma`Ybh`k`]`VY`W\`a`d`YhYX`Uh`h\Y`YbX`cZ`h\Y`cfXYf`cj`Yf`U`gYW`fY`W\`bbYVh]cb`"

i PostFinance Card / PostFinance E-Finance

"`5ZhYf`W\`a`d`Yh]cb`cZ`mci`f`cfXYf`z`mci`W\`b`YI`YW`hY`dUma`Ybh`cj`Yf`U`gYW`fY`]bY`k`]h`mci`f`Dcgh`]bUbW`UVW\`i`bh`"

§ 5 Payment terms for customers in the EU

D`YUgY`i`gY`ci`f`G\cd`k`k`k`"gi`dYfa`U[`bYhY`XY`UbX`W\`bgi`h`h\Y`5;`6`Zci`bX`h\YfY`"

§ 6 Payment terms for customers in other countries

H\Y`cfXYf`a`i`gh`VY`dfY!`dU]X`"M\`i`h`Uj`Y`h\Y`Zc`ck`]b[`dcgg]V`]h]Yg`.

i Prepayment to our account in Germany or Switzerland

K`Y`k`]`gYbX`mci`ci`f`UW\`i`bh`XYH]`g`j`]U`Y!`a`U`]`k`]h`h\Y`cfXYf`W\`bZ]fa`Uh]cb`"5g`gccb`Ug`k`Y`fYW`]j`Y`mci`f`dUma`Ybh`z`k`Y`k`]`g\`d`mci`h\Y`a`YfW\`UbX]gY`"

i Credit card (Master Card, VISA, American Express)

"`DUma`Ybh`k`]`VY`W\`a`d`YhYX`Uh`h\Y`YbX`cZ`h\Y`cfXYf`cj`Yf`U`gYW`fY`W\`bbYVh]cb`"D`YUgY`bchY`h`Uh`mci`f`WYX]h`W\`fX`W\`a`d`Ubma`][`h`V\`Uf`[`Y`Ub`UXX]h]cbU`]bhYfbUh]cbU`gYfj`]W`ZY`"

H\Y`[`ccXg`k`]`VY`dfcdYf`mXYWUfYX`Uh`W`ghca`g`"B`cfa`U`mz`k`h`Yb`mci`f`YW`]j`Y`h\Y`a`YfW\`UbX]gYz`mci`k`]`bYX`hc`dUm]a`dcfh`hU]`UbX`W`ghca`g`Xi`h]Yg`UbX`ZYg`cZ`mci`f`W\`i`bhf`m`"

§ 7 Incomplete Orders

=Z Ub`cfXYf`fYei`]fYg`dfY!`dUma`Ybh`UbX`h`Y`]bj`c]W`]g`bch`dU]X`k`]h`]b`h`Yb`XUmg`UZhf`V`]b[`z`h`Y`cfXYf`VYVta`Yg`j`c]X`UbX`h`Y`cfXYfYX`ei`Ubh]h]Yg`Wbbch`VY`[`i`UfUbh`YX`]b`WUgY`cZ`U`bYk`cfXYf`cf`UH`dUma`Ybh`

§ 8 Liability

K`YVWUZh;`a`V<`hU`Yg`bc`fYgdcbg[V`]mZcf`XUa`U[`Y`UbX`]b`f`]fYg`WU`i`gYX`Vm]a`dfcdYf`cf`WfY`Ygg`i`gY`cZ]hg`a`U[`bYhg`"6mVta`d`Yh]b[`mci`f`di`fV`UgY`cZ`ci`f`a`U[`bYhg`mci`UfY`VtbZ]fa`]b[`h`Uh`mci`Uj`Y`fYUX`UbX`i`bXYfgh]UbX`h`Y`Zc`ck`]b[`k`Ufb]b[`g`O`hd.##k`k`k`"gi`dYfa`U[`bYh`"V`#k`Ufb]b[`"d`dQ`9UW`g`]da`Ybh`k`]`VtbH]b`U`k`Ufb]b[`g`Y`Yh`h`Uh`VtbH]bg`h`Y`gUa`Y`]bZcfa`Uh]cb"

§ 9 Delivery, Shipping Costs

H`Y`g`]da`Ybh`k`]`VY`gYbhZ`fca`ci`f`k`UfY`ci`gY`]b`f`U`i`YbZ`X`"K`Y`b`cfXYfg`fbf`]bVta`]b[`dUma`Ybhg`j`]U`dfYdUma`Ybh`UfY`fYW`]j`YX`cb`U`Vi`g]bYgg`XUmVYZcfY`%%`'\$`cfWcW`z`h`Y`XY`]j`YfmcVW`fg`cb`h`Y`gUa`Y`XUmz`ch`Yfk`]gY`h`Y`Zc`ck`]b[`Vi`g]bYgg`XUm`K`Y`Wbbch`UWV`dh`Ubm`fYgdcbg[V`]mZcf`XY`UmYX`XY`]j`Yf]Yg"

:`cf`W`ghca`Yfg`]b`Gk`]mYf`UbX`cf`@YV`hYbghY]b`z`h`YfY`]g`U`Z`Uh`f`UhY`Zcf`g`]dd]b[`UbX`UbX`]b[`cZ`7<`+`"\$`\$`f97C`BCA`M`XY`]j`Yfm`&`Vi`g]bYgg`XUm`g`UZhf`g`]dd]b[`E`cf`7<`:`-`"\$`\$`fDF`CF`HM`XY`]j`Yfm`%`Vi`g]bYgg`XUm`UZhf`g`]dd]b[`E`":`cf`g`]dd]b[`df]W`g`]b`ch`Yf`Vti`bhf]Yg`z`d`YUgY`gYY`ci`f`hYfa`g`cZXY`]j`Yfm`O`hd.##k`k`k`"gi`dYfa`U[`bYh`"V`#gY`YVW`Vti`bhf`m`d`d3cf][`]b1`VtbX]h]cbgQ`f`f`cf`W`ghca`!`a`UXY`cfXYfg`cf`Uf[`Y`ei`Ubh]h]Yg`X]ZYfYbh`g`]dd]b[`UbX`UbX`]b[`V`Uf[`Yg`a`UmVY`bY[`ch]UhYX`E`

§ 10 Minimum order

H`Y`a`]b]a`i`a`cfXYf`Ua`ci`bh]g`7<`:`&`\$`\$`\$`fbch]bV`M`X]b[`g`]dd]b[`V`ghg`E`":`cf`cfXYfg`i`bXYf`7<`:`&`\$`\$`\$`k`Y`V`Uf[`Y`U`ga`U`ei`Ubh]mgi`fV`Uf[`Y`cZ`7<`:`%`\$`\$`\$`fbf`h`Y`X]ZYfYbW`hc`h`Y`a`]b]a`i`a`cfXYf`j`U`i`Y`E`hc`V`j`Yf`h`Y`dUW`U[`]b[`V`ghg`"

§ 11 Delivery delays

8Y`j YfmXY`Umg`h Uh`UddYb`Xi f]b[`h Y`hfUbgdcfhVmia U]`UfY`ci hg]XY`cZ`ci f`gd`YfY`cZ]bZi YbW`UbX`k Y`Wb`h YfYzcfY`bchVY`Y`X`]UV`Y`Zcf`]h`

Shop articles

5`Ufh]WYg`h Uh`mci `cfXYfYX`]b`ci f`cb`]bY`g`cd`UfY`]b`ghcW`UbX`Wb`VY`g`]ddYX`k]h`ci hXY`Um`=Z`Ub`Ufh]WY`]g`hYa`dcfUf`]mbch`]b`ghcW`Z`mci `Wb`bch`di`h`]h`]b`mci`f`Wf]h`]b`h`Y`cb`]bY`g`cd`

8Y`Umg`k]h`g`cd`Ufh]WYg`Wb`h`YfYzcfY`cb`micWV`f`Xi`Y`hc`k`U]h]b[`]h]a`Y`Zcf`Ub`]bW`a`]b[`dfY!`dUma`Ybh`8YdYbX]b[`cb`mci`f`a`cXY`cZ`dUma`Ybh`h`U`Y`gY`YfU`XUmg`i`bh`]k`Y`fYW]j`Y`mci`f`dUma`Ybh`]b`ci`f`UW`i`bh`h`Y`cfXYfYX`Ufh]WYg`fYa`U]b`fYgYfj`YX`Zcf`mci`Xi`f]b[`h`]g`k`U]h]b[`dYf]cX`UbX`k`]VY`g`]ddYX`k`]h`]b`cbY`Vi`g]bYgg`XUmUZhYf`fYW]dhicZ`dUma`Ybh`M`i`Wb`fYXi`W`h`Y`k`U]h]b[`]h]a`Y`]Z`mci`gYbX`i`g`dfccZ`cZ`dUma`Ybh]fj`]U`ZU`cfY!`a`U]`E`cf`]Z`mci`W`ccgY`U`ei`]W`Yf`a`cXY`cZ`dUma`Ybh`Y`["`WYX]h`WfX`

Custom-made orders

Ci`f`cZ`Yf`k`]b]bW`XY`h`Y`Uddfcl`]a`UhY`dfcXi`W]cb`h]a`Y`k`Y`k`]b`Y`Y`Zcf`h`Y`a`Ubi`ZUWi`fY`cZ`mci`f`W`ghca`cfXYf`5g`U`[`YbYfU`fi`Y`z`k`Y`k`]UffUb[`Y`Zcf`g`]da`Ybh`k`]h`]b`h`]g`h]a`Y`]a`]h`

=Z`h`Y`g`]da`Ybh`cZ`mci`f`a`U[`bYhg`]g`XY`UmYX`Vmia`cfY`h`Ub`+`XUmg`z`k`Y`k`]f`Ubh`mci`U`df]W`fYXi`W]cb`UW`fX]b[`hc`h`Y`Z`ck`]b[`]gh`

Delay

%d`+`XUmg`

,`!`%(`XUmg`

%)`!`&%`XUmg`

cj`Yf`&%`XUmg`

Price reduction

!

!`%\$i`

%)`i`

&`\$i`

=Z`XY`j`Yfm]g`XY`UmYX`Zcf`a`cfY`h`Ub`&%`XUmg`z`mci`Uj`Y`h`Y`f][`h`hc`WbW`mci`f`di`fW`UgY`Uh`bc`V`gh`hc`mci`"`C`h`Yf`WU]a`g`Zcf`V`a`dYbgU]cb`Xi`Y`hc`XY`UmYX`XY`j`YfmUfY`Yi`W`XYX`"

Large quantities

E`i`chU]cbg`Zcf`Uf[`Y`ei`Ubh]h]Yg`]bX]W]hY`Ub`Uddfcl`]a`UhY`XY`j`YfmXU]h`h`Uh`Wb`VY`Yi`dYW]X`k`]h`Ub`]a`a`YX]Uh`cfXYf`<`ck`Yj`Yfz`h`Y`ei`chYX`ei`Ubh]h]Yg`]UfY`bchfYgYfj`YX`Zcf`mci`Uh`h`Y`h]a`Y`cZ`ei`chU]cb`"`H`YfYzcfYz`k`Y`Wb`bch[`]i`UfUbhY`h`Uh`h`]g`XY`j`YfmXU]h`]g`gh`]j`U`]X`Vmih`Y`h]a`Y`mci`UW]dhici`f`cZ`Yf`"`C`b`m`UZhYf`mci`UW]dhici`f`cZ`Yf`z`k`Y`Wb`b[`]j`Y`mci`Ub`cfXYf`V`bZ]fa`Uh]cb`k`]h`U`XYZ]b]hY`XY`j`YfmXU]h`"`=Z`k`Y`Wb`bch_]Yd`h`]g`XY`j`YfmXU]h`UbX`h`YfY`]g`U`XY`UmicZ`a`cfY`h`Ub`gYj`Yb`XUmg`z`mci`Wb`k`]h`XfUk`Z`ca`ci`f`V`b`h`UW]k`]h`ci`h`dYb`U`m`i`i`fh`Yf`WU]a`g`Zcf`XUa`U[`Yg`Xi`Y`hc`XY`UmYX`XY`j`YfmUfY`bch]`U`]X`"

§ 12 Return Policy

K`Y`k`]b`m`UW]dhifYh`fb`cZ]hYa`g`k`W`Uj`Y`VYb`Zci`bX`hc`VY`XUa`U[`YX`i`dcb`XY`j`Yfm`h`Y`"K`UffUb]m`gYW]cb`fb]Y`VY`ck`E`XYhU]g`dchYbh]U`i`gY!`fY`UhYX`XUa`U[`Yg`hc`ci`f`dfcXi`W]g`h`Uh`UfY`Yi`d`]V]hmi`not`V`j`YfYX`Vmci`f`fYh`fb`dc`]W`h`

§ 13 Warranty

K`YVW]UZh;`a`V<`[`i`UfUbhY`Yg`h`Y`Z`bW]cbU`Y`Z]W]YbW]mci`Z`XY`j`YfYX`a`U[`bYhg`"DfcXi`W]g`k`W`UfY`XUa`U[`YX`Xi`f]b[`]i`gY`cannot`VY`fYh`fbYX`cf`Yi`W`Ub[`YX`"H`]g`]bW`XYg`.

i Flaking and abrasion of the surface coating:

H`Y`gi`fZUW`V`Uh]b[`]cZ`h`Y`a`U[`bYhg`Wb`ZU`Y`cf`W`]d`Xi`f]b[`]a`dfcdYf`i`gYz`YgdYV]U`mik`Y`b`a`U[`bYhg`UfY`U`ck`YX`hc`V`XY`":`i`fh`Yfa`cfYz`]h]g`dcgg]V`Y`h`Uh`U`h`]b`UmYf`cZ`V`Uh]b[`]a`UmVY`k`cfb`Uk`UmXi`Y`hc`V`bgh]bh`UbX`]b[`"

i Breaking of the magnets:

BX: Y6`Gi`dYfA`U[`bYhg`Wb`VfYU_]Z`XfcdYX`hc`h`Y`Zccf`cf`]Z`hk`c`a`U[`bYhg`V`XY`"6fc`_Yb`a`U[`bYhg`UfY`bch]V`j`YfYX`Vmih`Y`K`UffUb]m]UbX`Wb`h`YfYzcfY`bchVY`fYd`UW]X`"

i Loss of magnetism due to high temperatures:

5`cZ`ci`f`a`U[`bYhg`UfY`!`i`b`Ygg`ch`Yfk`]gY`a`Ybh]cbYX`!`YUH`fYg]gh]bh`i`d`hc`,"`\$`XY[`fYg`7Y`g]i`g`=Z`h`Y`a`U[`bYhg`UfY`Yi`dcgYX`hc`\\][`Yf`hYa`dYfUhi`fYg`z`h`Ym`cgY`U`dcfh]cb`cZ`h`Y]f`a`U[`bYhg]a`"

§ 14 Exceptions to the Guarantee

5bmZ fh\Yf'a UHYf]U'cf''Y[U''[i UfUbhYYgž'k]h' h\Y'YI Wdh]cb'cZ h\cgY'a Ybh]cbYX']b'Ÿ '% ž'UFY
YI dfYgg'mYI W' XYX"

§ 15 Data Protection

7i ghca Yf'XUH'k]''VY'i gYX']bhYfbU''mUh'K YVWUZh; a V<'cb'mUbX'k]''bchVY'gi dd']YX'hc'h\]fX
dUfh]Yg"

§ 16 Place of Jurisdiction

5''cV'] [Uh]cbg'UfY'gi V'YV'h'Gk]gg'@Uk ''H\Y'd'UW'cZ'f' f]gX]W]cb']g'l ghYfž'Gk]mYf'UbX"

gi dYfa U[bYhY''W' !' A Uhh\]Ug'5W_Yfa Ubb'UbX'F Yhc'<Ym[Y'

K YVWUZh; a V<
K]bhYfh'i fYfghf''% 'V
, *%\$'l ghYf
Gk]mYf'UbX

9! a U]'. gi ddcfh4 gi dYfa U[bYhY''W
D\cbY. Ž (%f\$Ł(' ' - - '\$') -
: UI . Ž (%f\$Ł(' '(**' -) '\$