

General Terms and Conditions

Minimum order quantity

For yarns 1 skein or 1 spool, depending on presentation. No small quantity surcharges will be applied.

Weight/run length

The bobbins and skeins have a target weight of e.g. 100 or 250 g. There may be deviations depending on the humidity. Deviations from the weight or run length stated in the shop are possible up to +/- 5 % and cannot be objected to by the customer.

Colours

The representation of the colours on the computer screen appears quite different from the original. Even a print usually does not reproduce the colour tone of the textile original. ZSAG cannot be held liable for differences. There are also differences from one lot to another. That is why most yarns are marked with a dye bath number, called a lot number. Mixing different batches is at your own risk.

Prices

The prices listed in the shop are guide prices. Prices are subject to change without notice. The value of goods shown at the end of the order process is a provisional estimate. The definitive price of your order can be seen in the order confirmation, which we will send you by e-mail.

Shipping Switzerland

Deliveries are made by DPD or by post. The shipping costs are CHF 10.50 per shipment. Deliveries with a value of goods of Fr. 1000 or more are free of postage.

International shipping

Deliveries to EU countries are made via our subsidiary Textile Crafts UG in Rheinfelden DE. See also www.textilecrafts.eu. To non-EU countries we deliver by post, the actual postage costs will be charged. See www.post.ch.

Terms of payment

30 days net from date of invoice. For domestic payments, always use the enclosed payment slip and make a bank or postal transfer (no payments at the counter), unfortunately we have to pass on any payment charges. Foreign bank accounts are available for payments from abroad. For payments by cheque, any charges will also be invoiced.

Complaints

Please notify us within 8 days of receipt of the goods.

Exchange

Exchanges are only possible after consultation with us. We charge a handling fee of 10 % of the value of the goods, at least CHF 10.00, for returns that have not been agreed.

Selected consignments

We will send you book selections for 3 days for your perusal. Returned books must be in perfect condition. Postage costs are always at the expense of the customer. There are no consignments on approval for yarns.

Subsequent deliveries

These are made domestically free of postage under the same conditions as the main delivery. For orders abroad, the subsequent delivery will be arranged, as this is not free of postage.

Lyssach, January 2020