

TERMS & CONDITIONS APPLYING TO PRIVATE CUSTOMERS

Privacy statement

BOLTINA only gathers such information from/on Customers as required to duly process purchase orders and to ensure that final users of BOLTINA products enjoy a pleasant shopping experience. Information about Customers is kept confidential in accordance with international data protection legislation. BOLTINA will not forward any data about Customers to any third parties, except to the Custom and the freight agent in charge of product delivery. Under no circumstances will Customers data be sold.

Commercial conditions

Commercial conditions regulating the relationship between BOLTINA and the Customer are reported within the official website, under the section Boutique, where prices per items are presented, exclusive of custom duties and forwarding costs.

Purchase process

Purchases by Privates take place through payment per bank transfer. BOLTINA does not practice any e-commerce. The following provisions apply to any purchases of product.

Purchase process

Purchases by Privates can be effected by utilizing the official Order form for Privates appearing into the official website. Once BOLTINA receives the Order form from the Private, an Order Confirmation will be issued and sent to the Private. Such Order Confirmation summarizes the content and profile of the order and reports transport, custom, delivery conditions and costs. On the base of such Order Confirmation the private buyer will pay in advance the entire amount referring to the product in purchase. Once BOLTINA will have evidence of the payment received, the item(s) will be prepared and confirmed. The Private will receive a formal Invoice corresponding to the purchase, at due time. Payments by Privates take place through payment per bank transfer. BOLTINA does not practice any e-commerce. The following provisions apply to any purchases of product.

Prices

Price can be charged either in CHF (Swiss Francs) or EUR (Euro). Amounts may vary depending on the exchange rate. Prices to the public are updated by BOLTINA within the official website from time to time, Prices in EUR are updated from time to time depending on the evolution of the CHF/EUR exchange rate. Prices are exclusive of forwarding costs. Upon order confirmation, such forwarding costs will be included in the Invoice.

Boutique

BOLTINA Boutique within the official website is composed by unique manufactures. A piece hand-treated by BOLTINA ART LAB is defined as a Special manufacture. Special manufactures are realized by BOLTINA ART LAB according to artistic canons: this means that each customized exemplar is different from all others belonging to the same stylistic model. The offer occurs upon exclusive discretion of BOLTINA. Each manufacture is different from all others belonging to the same stylistic model. When buying a Special product, the Customer undertakes to accept the product and all the peculiarities that distinguish it and make it different from any other piece and recognizes to be able to valorise it as unique. Disputes on the specific stylistic profile, surface and/or colouring features of the Special product will not be taken into consideration nor accepted.

Package

BOLTINA products are sold to Private customers in single eco-packs prepared by BOLTINA ART LAB, containing one item, with its presentation. Deliveries of more than one piece can take place upon specific request.

Deliveries time

Despite BOLTINA undertakes to operate in the most effective way, delivery times of the ordered goods depend on the conditions of supply of raw materials and production. These cannot be accurately pre estimated, therefore deliveries are subject to possible delays without any responsibilities by BOLTINA. Indicative delivery times are reported in the Order form.

Return policy

BOLTINA does not accept returns except in the case of goods received already damaged. In case of damaged goods received in all cases, the Customer is requested to announce such damage in written to BOLTINA, when claiming a right to replacement. If the damage is limited to the packaging to an extent not allowing the presentation of the product for sale, the Customer who receives the goods will have to fill-in a formal reserve, release it to the subject delivering the shipment and make this latter countersign such reserve. If and once the damage is ascertained and recognized by BOLTINA, BOLTINA will validate the replacement. Any damages have to be confirmed by BOLTINA in order to produce a right of substitution for the Customer. Any replacement goods will be accompanied by a pro-forma invoice with the real value of the goods, for customs purposes. If the damage is referring to the product itself, BOLTINA will promptly verify whether the claim is legitimate or not: in case of confirmation of a substitution right, again the replacement will be accompanied by a pro-forma invoice for customs purposes. Return policy should not be confused with right of cancellation: the first refers to damaged goods, the second applies to all ordered goods.

Right of cancellation

Transmitted orders can be withdrawn within 7 (seven) days from transmission date.

Payment

The Private customer pays in full the purchases at the order, inclusive of forwarding costs.

New product releases

BOLTINA remains free to release new products anytime, without any restrictions. BOLTINA is not liable for damages suffered by the Private customer and related to new releases of product.

Governing law

The business relationship between BOLTINA and its customer is governed by the laws of Switzerland.

Declaration of conformity

BOLTINA declares that its proprietary products sold under its own brand comply with valid Swiss safety requirements.

Customer service

All questions are to be addressed to welcome@boltina.ch. For return claims, please utilize same address.