

1 General terms and conditions for buyers

Welcome to HEiST handmade goods! The following General Terms and Conditions (GTC) apply to all transactions you conduct as a buyer* on our online platform HEiST handmade goods. (Click here for the contract conditions for producers)

What does HEiST handmade goods

HEiST handmade goods provides the online platform on which all participants as buyers or producers can carry out business transactions. HEiST handmade goods takes over the common external appearance, the operation of the online platform as well as the handling of the order and payment processes, and as well becomes a party to a sales contract between buyers and producers.

Your role on HEiST handmade goods

HEiST handmade goods offers you the possibility to order, pick up or get delivered regional products comfortably from home. For this you have to register at HEiST handmade goods and confirm our general terms and conditions (AGB).

HEiST handmade goods reserves the right to block customers. This is especially the case if customers violate existing legal regulations or breach contractual agreements or their obligations under this contract - e.g. if they give false information when registering to use the market place - or if other HEiST handmade goods participants claim a violation of law. In case of such a claim of infringement HEiST handmade goods will forward the respective information to the client. HEiST handmade goods is not obliged to verify the content of the allegations. The blocking can be carried out without prior notice if HEiST handmade goods has a legitimate interest in an immediate blocking.

The data you provide will of course be kept strictly confidential and will not be passed on to third parties, except to the extent necessary in the course of order processing to the respective producer.

You thus agree that your personal data will be stored and processed in compliance with the provisions of the Data Protection Act. This data will be used, to the extent necessary in each case, to comply with statutory provisions, to process the order, to maintain customer relations and for marketing purposes. Furthermore you agree to receive e-mails from HEiST handmade goods for advertising purposes - this agreement can be revoked at any time.

To order at HEiST handmade goods, you as a buyer can choose your desired products from the direct offer of the producers and put them into the "shopping basket". The prices quoted are the sales price, there are no further charges (except for shipping costs or fees for collection points). By clicking on "Order subject to payment" you accept the offer made by the producer bindingly and conclude the purchase contract with the producer for the ordered goods.

The purchase on HEiST handmade goods is a distance sale. You therefore have the right to withdraw from the contract within 14 days. However, this does not apply to goods which are made to order. All bags from HEiST are strictly made to order.

If you have ordered something unintentionally, you can contact us at support@heisthandmade.com and we will cancel your order if it has not yet been prepared for shipping. By doing so, you are withdrawing from the contract.

If you have already received the goods, it is up to you to return them to us. The costs for the return transport of the products will have to be paid by you. Please contact us if you need a return label for postal shipping. Please note that the costs will only be covered by HEiST handmade goods if your shipment was wrong, damaged or any other breach of contract.

When choosing the products you also have the possibility to choose between different shipping options:

Collection from the atelier (upon request on special pick-up dates)
Direct delivery to your home with Österreichische Post AG
Express Shipping via DHL

You have the possibility to choose between three payment methods:

Credit cards Instant bank transfer via Stripe Payment Solutions
All Paypal Services
And all Klarna Checkout Services

Returns

You have the right to return the goods within fourteen days without giving any reason. The withdrawal period is fourteen days from the day on which the goods were delivered to you.

In the case of a defective product we will refund the purchase price and take over the return costs, in all other cases the customer has to pay the return costs. If you have received a defective product, please contact us.

Liability issues at a glance

Please note that a transaction made via HEiST handmade goods is a purchase agreement between you and us. Your rights and obligations are governed by the general contract law according to the Austrian Civil Code (ABGB).

The goods are not delivered within the delivery period or not delivered at all. The delivery period is 14 days and starts with the receipt of the payment. This always applies if you have not agreed anything else, such as a forward purchase (for advance orders, etc.).

We are only liable on the basis of the purchase contract concluded, just as with any other purchase contract.

The same applies in the following cases:

You receive the wrong goods

Your goods were damaged during shipping

As soon as you have received correct goods, the purchase contract is fulfilled and any damage to the goods is at your expense.

Goods are also deemed to have been handed over when the goods have been delivered to the correct collection point or when the parcel has been left at the desired door in your agreement.

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Selina Grasser

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*For reasons of better readability, we use the female spelling in the HEiST handmade goods AGB, of course all genders are meant.