

General terms and conditions

Gift vouchers can be selected and paid for online or in person during opening hours.

Online orders are processed daily.

Important: by purchasing gift vouchers, you accept our terms and conditions of sale and use and those of Bain-Bleu SA. Please read these conditions before making your purchase. Payment is made exclusively by **Worldline Saferpay**, the simplest and most secure system for online payments.

All gift vouchers must be paid for by bank card or Postfinance.

GENERAL

Scope of application

These general terms and conditions of sale govern all financial transactions between you - the customer - and Bain-Bleu SA - the operator of the online shop and the contracting party.

Order and conclusion of contract

Bain-Bleu SA gift voucher offers are binding. The order confirmation email serves as written confirmation of your order. A gift voucher lost by the customer will not be replaced or reimbursed. Delivery, delivery times and delivery costs You can place your orders 24 hours a day on our website.

Validity

Gift vouchers for a service and gift vouchers with a nominal value are governed by

Article 127 of the Swiss Code of Obligations (statutory limitation period of 10 years). Gift vouchers for a service entitle the holder to the service mentioned. This service is guaranteed for the duration of the offer and the value is valid for 10 years. If the service no longer exists or no longer exists at the same price, an equivalent value will be credited for an equivalent service. No exchange or refund will be made.

Our gift vouchers are valid for 5 years. After this period, they are automatically deactivated by our system. For this reason, a reissue of your gift voucher is required to use it. We invite you to contact our administrative department at administration@bain-bleu.ch to find out how to reissue it.

Gift vouchers are only valid if the code has not been used.

We are not responsible for the loss, theft, destruction or unauthorised use of gift vouchers and codes.

Gift vouchers must be presented as a method of payment upon receipt to pay for the service.

- Gift voucher received by post: original on Bain-Bleu paper
- Voucher printed at home: digital or printed QR code

Conditions of use Online booking

Please respect the times given.

No cancellations possible, payment non-refundable.

To change or cancel a booking: only by email info@bain-bleu.ch 24 hours in advance.

Method of payment

Online orders are normally paid for by credit card/Postcard. Payment is processed by Worldline/Saferpay. Goods remain the property of Bain-Bleu SA until full payment has been received.

Data protection

We only collect the data required to process the order. All personal data will be treated with the utmost confidentiality and will under no circumstances be passed on to third parties outside Bain-Bleu SA.

Applicable law and place of jurisdiction

These general terms and conditions of sale are governed exclusively by Swiss law. The place of jurisdiction is Zurich.

Reissue of a gift voucher

1. No guarantee of being able to reissue a gift voucher
2. If reissue is possible, a processing fee of 20.- CHF/gift voucher will be applied
3. For a return, a maximum period of 10 working days (excluding school holidays) will be required

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Bain-Bleu SA
Oberbrüelweg 8608 Bubikon
info@bain-bleu.ch