



General Terms and Conditions

Purpose and Scope

These terms and conditions govern the business relationship between you (the customer) and Bain-Bleu SA (the online retailer and contracting partner).

Offer and Contract

Voucher offers such as gift certificates issued by Bain-Bleu SA remain binding. Receipt of a confirmation email shall be deemed as a written confirmation of your order. Vouchers lost by the customer may not be replaced nor refunded.

Delivery and Shipping Charges

Vouchers may be purchased quickly and easily 24 hours a day from our online shop. Orders are usually processed within 48 hours and sent by A-Mail. The shipping cost for deliveries within Switzerland is CHF 5.00 per order. International orders will be sent via registered letter at a cost of CHF 10.00. We recommend that you pick up urgent orders directly at our ticket office. If you have not yet received your order within 5 working days, please contact us immediately at info@bain-bleu.ch

Validity

Vouchers for products and services are subject to a 5-year statute of limitations pursuant to Article 128 OR (Swiss Code of Obligations). Gift certificates for services include a credit for a specific range of services. The voucher may be redeemed during the offer period or for 1 year from the date of issue. Should the service no longer be available, or not available at the same price, the equivalent value will be applied to another service offered. No exchanges or cash refund will be made.

Terms of Payment

Payments may be made directly online via credit card or PostCard. Visa, MasterCard and Yellowpay are accepted. Credit cards are processed by Saferpay. Articles remain the property of Aqua-Spa-Resorts AG until paid in full.

Personal Data

We collect only information that is necessary to process an order. All personal data will be kept confidential and will not be disclosed to third parties outside of Bain-Bleu SA.

Translation

In case of inconsistencies between English and French versions of these Terms and Conditions, the original French version shall prevail.

Place of Jurisdiction

The place of jurisdiction is Pratteln. The contract shall be governed by Swiss law.

November 2015