

terms and conditions

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01 / scope

1.1. These General Terms and Conditions (GTC) are valid for all deliveries of THE SEPT to consumers.

1.2. A consumer is each natural or individual person who concludes a legal business contract, which, for the most part, is unrelated to his / her professional or his / her freelance business activities.

02 / minimum age

The minimum age for orders and registrations in the online shop is 18 years.

03 / contracting party

The contracting party is

the sept / Christina Barho
Keltenstrasse 14
77971 Kippenheim, Germany

Phone 0049 7825 8198354

Email hello@theseptlabel.com

04 / conclusion of contract and contractual language

4.1. The presentation of the products in our online shop is not a legally binding offer but an invitation to order.

4.2. Only your order represents an offer to conclude a sales contract. By clicking the button 'Buy Now' you place a binding order for the items listed on your order page.

4.3. Before you place your final order, you can always make adjustments in your bag or discontinue the order transaction.

4.4. Confirmation of your order will be provided by THE SEPT via email. In this email details of the order and payment are provided (order confirmation). The order confirmation is the acceptance of the offer and thus the purchase contract. The contents of the purchase contract is determined by the contents of the order confirmation and these General Terms and Conditions.

4.5 The contracts in our online shop can be concluded in English only.

05 / storage possibilities and insight into the contract text

5.1. You can view our General Terms and Conditions on our website theseptlabel.com under Terms and Conditions. You can print and view this document. You can also download this document.

5.2. Your order data will be stored by us.

06 / prices, shipping costs, customs duties, fees and payment

6.1. Prices described on the product pages are final and include the applicable VAT.

6.2. The shipping fees are the same for all orders, independent of the size or weight of the package. In addition to the prices, we charge a EUR 5.00 shipping fee per order for Germany, for delivery within the EU, to Switzerland and to the United Kingdom a fixed EUR 15.00 per order, and to all other countries a fixed EUR 30.00 per order.

6.3. The shipping fees will be clearly communicated to you in the shopping bag system and on the order page.

6.4. For deliveries to countries outside of the EU there may be additional duties and fees. These must be paid by you. Please contact your local authorities for more information about such applicable customs duties and fees.

6.5. We offer payment by credit card and paypal. We reserve the right to not offer certain payment methods and to refer to other means of payment.

6.6. In the case of a credit card purchase the charge to your credit card will be effective upon shipment of your order.

07 / terms of delivery and delivery date calculation information

7.1. Delivery takes place via DHL, a subsidiary of the Deutsche Post AG.

7.2. The delivery time within Germany is between 2 – 3 working days and will begin on the first working day after the contract conclusion.

7.3. The delivery times for other countries and more information on the calculation of the delivery date can be found here and on the DHL website.

Argentina 10 – 12 days

Australia 11 days

Bahrain 8 – 12 days

Belgium 2 days

Brazil 8 – 12 days

Canada 10 days

Chile 10 – 12 days

China 11 days

Croatia 7 – 8 days

Czech Republic 3 days

Denmark 2 days

Estonia 4 – 6 days

Finland 4 days

France 3 days

Greece 4 days

Hongkong 10 days
Hungary 4 days
Iceland 5 – 10 days
India 10 – 14 days
Indonesia 10 – 12 days
Ireland 3 days
Israel 16 – 22 days
Italy 3 days
Japan 10 days
Latvia 3 – 5 days
Liechtenstein 4 – 5 days
Lithuania 4 – 6 days
Luxembourg 2 – 3 days
Malaysia 8 – 12 days
Mexico 8 – 12 days
Monaco 3 – 4 days
Netherlands 2 days
New Zealand 10 – 12 days
Norway 7 – 8 days
Peru 10 – 14 days
Poland 2 – 3 days
Portugal 4 – 5 days
Qatar 8 – 12 days
Romania 6 – 8 days
Russian Federation > 14 days
Singapore 6 – 8 days

Slovakia 3 days
Slovenia 3 days
South Africa 8 – 12 days
Spain 4 – 5 days
Sri Lanka 8 – 12 days
Sweden 3 days
Switzerland 4 days
Thailand 12 days
Turkey 10 – 15 days
Ukraine 8 – 19 days
United Arab Emirates 8 – 12 days
United Kingdom 4 days
United States of America 10 – 12 days

7.4. As soon as your order has been dispatched to the shipping company you will receive a tracking number so that you can track the status of your shipment with the shipping company.

08 / statutory withdrawal / cancellation, cost of returns

The following right of withdrawal / cancellation is only applicable for the consumer.

Right of Withdrawal

You have the right to withdraw from the contract within fourteen days without specifying a reason. The cancellation period is fourteen days from the day that you or a third party indicated by you, other than the carrier, have taken possession of the good or goods.

To exercise your right, you must inform us

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by means of a clear statement via email about your decision to withdraw from the contract. Please feel free to use the attached model withdrawal form, which, however, is not a requirement. To safeguard the withdrawal period, it is sufficient that you send your communication concerning the exercise of the withdrawal right before the expiration of the withdrawal period.

Effects of Withdrawal

If you withdraw from the contract, we will reimburse you for all payments received from you, including the shipping costs. This reimbursement must be done within fourteen days from the date on which we received your notification of withdrawal. For this reimbursement we use the same payment methods used in the original transaction, unless you specifically indicate otherwise; in neither case will you be charged for the reimbursement. We may withhold reimbursement until we have received the returned goods, or you have supplied evidence that you have returned the goods, whichever occurs first.

You must return the goods immediately and no later than fourteen days from the date on which you inform us about the cancellation of this contract. The deadline is met if you return us the goods within the timeframe of fourteen days.

You bear the costs of returning the goods.

You are only liable to pay for any diminished value of the goods if this loss of value is ascertained to be due to your mishandling of the goods in terms of their natural intent, characteristics or functions.

sample withdrawal form

If you would like to cancel the contract, then please complete this form and return it to us.

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I hereby cancel the contract I concluded for the purchase of the following items

ordered on / received on _____

name and address of the buyer _____

date / signature _____

09 / returns

You can return the ordered good/s within the statutory cancellation period by exercising your statutory right of withdrawal – see section 8 Statutory Withdrawal. Please note that the items must be returned to us unworn, unwashed and undamaged, and with all labels and tags intact. This means that the items may not be damaged, soiled, altered or worn. The items must be unworn, except for having been tried on, and in perfect condition, otherwise we are entitled to claim compensation.

10 / retention of title

Until full payment is made the goods remain our property.

11 / variations of color

The colors of the products shown in the online shop may be displayed differently on your monitor as the color display depends on your computer system and therefore are not binding. Please note that we cannot be held liable for color variations between the images of the online shop and the final delivered goods.

12 / warranty

The statutory warranty provisions are valid.

13 / promotional vouchers

In principle we offer promotional vouchers. These cannot be purchased, but we may provide you these at our discretion during advertising campaigns with a specific period of validity.

14 / applicable law, jurisdiction

14.1. The law of the Federal Republic of Germany will apply to all legal relationships between the parties, excluding the international laws on the sale of goods. For consumers this choice of law is only valid so far as the applicable law of the state in which the consumer has his or her residence is not revoked.

14.2. If the customer is a merchant, a legal person subject to public law, someone with assets regulated by public law, Munich is the single place of jurisdiction for all disputes arising directly or indirectly from the contractual relationship.