

Article 1 – General

- Distrelec (hereinafter the “Seller”) is part of the Distrelec Schweiz AG group.
- The Seller only sells to companies with a valid VAT number for international trade at EU level
- Any professional placing an order is presumed to have the right to do so on behalf of his company (hereinafter the "Buyer").
- These general conditions govern all of the Seller's offers, contracts and deliveries, whatever their nature.
- The application of any general terms and conditions of the Buyer, by whatever name, is expressly excluded.
- Any modification and addition to these general conditions only apply after formal written agreement from the Seller.

Article 2 – Deliveries

Orders are usually shipped the same day of the order if stocks are sufficient, by courier or courier, depending on the place of delivery.

Deliveries are invoiced as follows:
Delivery times are indicative.

If the order exceeds the volumetric weight, the order will be shipped in installments.

Certain products are qualified as “hazardous products”, in particular pressurized containers, flammable products and lithium batteries. These dangerous products will necessarily be shipped by standard delivery (ground) since it is not authorized to transport them by air.

A delivery note is attached to all shipments. This voucher lists the products contained in the shipment as well as information on the origin of the product and the customs tariff code.

Article 3 – Out of Stock

Distrelec only sells products in stock. When a product is temporarily out of stock, it will be removed from the order before the order is finalized. A written order confirmation will be sent by email to the Buyer in which all the products included in the order will be listed.

Article 4 – After-sales service

For any after-sales service request, the Buyer must make a request to customer service via the form available on the website. The form is available through the "Your Account" interface in the "Order and Returns Manager" section.

Article 5 – Conditions of returns and cancellation

The Buyer is required to check the goods delivered as soon as they are delivered, in order to discover any possible anomaly in relation to the order. If the products bear externally visible deterioration during their delivery, the Buyer is required to formulate a written reservation on this subject for the carrier, by recording a remark on the delivery slip, and he must inform the Seller. within 48 hours of receipt. Cancellations and returns must be expressly authorized in writing by Seller.

If the Buyer wishes to return a product, he is required to inform the Seller within 30 days from the date of the order.

Returns and cancellations can only be accepted in the following cases:

Distrelec shipped the wrong quantity
The product is damaged
The order is incomplete
Distrelec shipped the wrong product
The Product does not conform to its description (contractual specifications – master data)

Any return request must be made via the form intended for this purpose in your "Your Account" interface.

Before returning the product, the Buyer must await written confirmation from the Seller that the said return is accepted.

The Buyer must return the product with all accessories and, as far as reasonably possible, in its original packaging. The product cannot have been assembled, used for diagnosis, have been engraved or contain traces of use.

Upon receipt of the product, the Seller will check the condition of the product and its functionality. Once the returned product is accepted by the Seller, the order will be cancelled.

If the Buyer wishes to return a Product for a reason other than those listed above or if he has indicated an incorrect reason, the Seller reserves the right to charge a collection and handling fee

Article 6 – Effects of returns

If the Seller accepts the return of the order, the Buyer will be fully reimbursed. Delivery costs will be reimbursed at the level of standard delivery costs (the Buyer will not be reimbursed for any additional cost of express delivery).

Reimbursement will take place within 14 days following confirmation of the cancellation by the Seller. It will be made using the same method of payment as that used to place the order, unless otherwise specified by the Buyer.

The Seller has the right to withhold reimbursement until it has received and checked the returned goods.

The goods must be sent back immediately or at the latest within 14 days of the date on which the Seller has approved the refund of the order. The deadline is deemed to have been met when the goods are dispatched before the expiry of the 14-day deadline.

The transport costs for the return of the goods are the responsibility of the Buyer.

The Buyer shall be liable to pay for any loss in value of the product which requires treatment of the product, other than that necessary to inspect the condition, characteristics and functionality of the product.

Article 7 – Price

All prices are given in EUROS excluding VAT.

The Seller will apply the applicable VAT rate.

Article 8 - Payment

- Payment of invoices must be made within 30 clear days of the invoice date, if deferred payment has been authorized. The Buyer can request deferred payment via his "My Account" interface in the "Request deferred payment" section.
- If deferred payment is not authorized, payment is cash.
- Payments by check are not permitted.
- Bank transfer costs will be borne by the Buyer.
- Invoices can be paid directly on the Seller's website. In this case, no fees apply.
- The invoice reference must appear on the payment documents.

Article 9 – Retention of title

All products delivered by the Seller remain its property until the Buyer has fully discharged all its payment obligations.

Article 10 – Intellectual property

The contract does not confer on the Buyer any intellectual property rights relating to the products.

Article 11 – Applicable law and choice of court

All contracts concluded and to be concluded by the Seller are and will be governed exclusively by Swiss law. The United Nations Convention on Contracts for the International Sale of Goods (Vienna Convention) is expressly excluded.

For any dispute arising from this contract or other contracts arising from it, the parties assign exclusive jurisdiction to the Commercial Court of Zurich, even in the event of multiple defendants or third parties.