

Eigenverlag Ingo Neumann

Conditions of business

1. Validity

If you buy at this shop you accept all the conditions.
All other arrangements need written acceptance by the shop-owner.

2. Payment

Bills have to be paid cash or in advance or within 30 days from date of bill without reduction. In case of default the usual interests according to bank statements will be calculated. Regards my claims compensation and the right of detention are excluded.

3. Orders

a) Final customers: You effect an order as soon as you pay for the books contained in your basket. With the order confirmation you will get from the payment provider the publisher is informed about your order. Your order will then be delivered as quickly as possible. Furthermore there is the opportunity of ordering books by e-mail.

b) Bookselling trade: Resellers can send their orders per e-mail, fax /letter. The orders must contain the following items: exact company name, telephone, e-mail, VAT number, title, ISBN and quantity. Regards new customers the right to deliver only after pre-payment will be reserved. Illegible orders, e.g. company stamps and bad fax transmissions cannot be carried out.

4. Delivery, assurance

All deliveries are made at the risk and costs of the customer. The way of delivery is chosen by the publisher. Externally visible transport damages must be confirmed by the deliverer immediately on handover. Other damages or mistakes must be communicated within 4 days after delivery in written form..

5. Reservation of proprietary rights

The books remain my unrestricted property as long as they have not been fully paid for.

6. Sample images, description

The sample images and descriptions of the books on the website are without warranty and may slightly differ from the books delivered.

7. Prices, delivery

The prices of the books do not contain shipping costs. The shipping will be calculated individually according to the delivery zone. The selection of the shipping area must be truthfully executed. In case of non compliance the publisher has the right to cancel the whole order.

Book price fixing: All the books published by 'Eigenverlag Ingo Neumann' are subject to the so-called book price fixing. So they are not allowed to be offered and sold at lower costs than indicated on the cover.

8. Place of venue, applicable law

Place of venue is Klagenfurt. This is true also for those customers whose residence is abroad and who claim against the publisher at their local court.

In case certain items of the conditions should be or became invalid, the validity of the remaining items and the conditions of the whole business will not be concerned. Invalid conditions have to be replaced by conditions which meet economic considerations.

In any case the Austrian right is applicable.

9. Manufacturing errors, change

During their production the books undergo several phases and errors which are not obvious cannot be excluded. A right to change is exclusively created by serious errors, such as missing pages or blurred print. With timely notice of defect the publisher is ready replace the faulty copy for free.

In case the publisher agrees with a desired change which is not based on legal claim all the costs must be paid by the customer. The precondition for such a replacement or retraction is always the faultless condition of the books whose delivery is at the customer's expense.

10. Right to the cancellation in the sense of the consumerism law

Customers who buy the books online have the right to withdraw from the contract within 14 days from the date of delivery without specified reason. Yet in case of minor deterioration of the copy compensation for the lost value can be claimed.

The returning of the copy has to be carried out exclusively on free delivery conditions. Freight forward returns are absolutely not accepted and the purchase remains valid. After accepting and checking the customer's return the return remittance will take place.