



TERMS & CONDITIONS

General

1. These terms and conditions apply to all agreements with all companies, institutions and individuals who have had contact with Mental-Ink via the Internet.
2. All orders are executed on the following conditions only, unless agreed otherwise and is confirmed in writing by Mental-Ink.
3. The client acknowledges and accepts the Terms and Conditions and warranty provision by the mere fact of giving an assignment to Mental-Ink of any kind.
4. In case of, in these terms governed subjects, agreed upon deviations, the general conditions and warranties remain enforced for the remaining on that agreement. Agreed deviations never apply for more than one command, unless confirmed in writing each time again.

Warranty

Mental-Ink guarantees that the delivered orders meet the requirements of usability, reliability and durability as the parties purchase agreement referred to in fairness, and therefore is responsible for the manufacturer's warranty of the product delivered to you. The warranty period is consistent with the manufacturer's warranty period. This guarantee does not apply if the defect is due to failure in care, intentional as well as unintentional damage, or negligence. If an item is damaged or defective, inform us within 14 days by phone or via email.

Shipping costs

Per order you pay a contribution to the shipping costs based on the number of ordered products. The shipping costs are divided into "Class" depending on weight of the product ordered.

Returns

You may only return a delivered product if the product is not damaged. Costs made in order to return the product are borne by the customer. Based on the above named terms and conditions Mental-Ink retains the right to refuse the return.

Exchange

Products can only be exchanged in consultation with Mental-Ink within the period of 14 days. Exchange will only take place when the delivered product is not damaged.

Based on the above Mental-Ink reserves the right to refuse exchange shipments. Shipping costs are the sole responsibility of the client.

Payment

The invoice will be paid by the client using the payment methods stated on the website of Mental-Ink. If the owed amount is not paid within 14 days, the customer is required to pay the outstanding amount including the statutory interest without any notice. If, after notice customer fails to pay the claim, the claim can be passed on to a third party. In which case the customer is obliged to pay the extrajudicial court costs in full as well as the still owed amount in connection with the collection of this claim.

Information to third parties

We do not give your personal information, including your address and email address, to any third parties without your explicit consent. You can withdraw this obtained consent at any time. Excluded are companies, which we involve to handle your order that require certain data for the settlement of the order (such as the agent who carries out the delivery and the credit institution which ensures settling the payment). In these cases, however, only the minimum necessary data is transmitted.

Questions

If you have any questions, comments or complaints, after reading these conditions please feel free to contact Mental-Ink by phone or e-mail.

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