



PLEASE CAREFULLY REVIEW THE TERMS OF USE OF THIS SITE.

As your use of this site will indicate your acceptance of these terms, do not use the site if you do not agree to be bound by these terms. We may periodically change the terms, so please check them from time to time as your continued use of the site signifies your acceptance of any changed items.

While we make reasonable efforts to provide accurate and timely information on this site, you should not assume that the information provided is always up to date or that this site contains all the relevant information available about Zweimann Shop or the products we sell. We may change or update information on this web site at any time without notice, including prices and item availability.

1. All prices are in Euro and Net.
2. Shipping cost covers also packing materials and all associated labour cost.
3. We reserve the right to limit the quantity of items that users may buy.
4. We reserve the right to cancel orders at our discretion and fully refund the buyer.
5. We reserve the right to substitute missing stock items with equal or better after consulting the buyer.
6. Goods are shipped twice a week. Orders received by midnight will be shipped no later than two working days later.
7. The Zweimann shop help to the customer in their DIY project is limited to the paper instruction provided with the kits.
8. Any damage, fault, injury, death or misunderstanding arising from DIY activity is solely at the persons responsibility.
9. We are not responsible for delivery delays beyond our control, especially arising from conditions commonly understood as force majeure.
10. We will notify users if delivery is delayed.
11. Personal pickup is not possible.
12. We do not guarantee continuity of availability products sold. If you plan on buying the same item again in the future - please ask first.
13. Goods damaged in transit due to our inadequate packing will be replaced at no cost.

SHIPPING CHARGES

Our shipping charges are determined by the weight of your order and shipping method selected.

RETURN POLICY

Our goal is to ensure your complete satisfaction with your purchase.

Return Policy

If you are dissatisfied with your order for any reason, you can return your items for a prompt refund or exchange. Refunds for items returned within 15 of the purchase date will be credited in the full amount (excluding shipping charges) and the same form as the original payment type. Any claims for damaged order or missing items must be received within 2 business days of receipt of package.

In case following conditions are not met Zweimann Shop reserves the right to charge 15% restocking fee or refuse the return.

- the items must be returned for refund or exchange within 15 days of original purchase
- items and packaging must be received in new condition
- the original manufacture's packaging must not be damaged
- packaging must include all original items, manuals etc.
- Return Authorization Number must be clearly marked on the shipping box
- return package must include copy the original invoice or sale receipt

Before returning package you need to contact Zweimann Shop to receive Return Authorization Number (number to be placed on returning package).