

## General Terms & Conditions (GTC)

### 1) Scope & Delivery

These GTC apply to all orders for goods, digital content and memberships on this website.

### 2) Contract Conclusion

Your order is a binding offer. The contract forms:

For physical goods: Upon shipping confirmation or dispatch.

For digital content & memberships: Immediately upon provisioning the download link or file or upon activating your online access or sending login credentials.

We reserve the right to reject orders.

### 3) Prices & Payment

All prices are in Swiss Francs (CHF), include statutory VAT, and exclude shipping costs, unless otherwise specified. Payment is due immediately. Goods and digital usage rights remain our property until full payment is received.

### 4) Returns & Refund

Return or refund is not possible unless otherwise specified in the product description.

Physical Goods: If a return is applicable, the goods must be unused, undamaged in original packaging and returned within 14 days of receipt at the buyers own expense.

Digital Content: All sales of digital downloads, licenses, and software are final. You explicitly waive your right of return/withdrawal once the download or access begins.

Memberships: Memberships expire after their duration and can be renewed accordingly.

### 5) Warranty & Liability

Inspect physical goods within 5 days of receipt and report defects immediately. The statutory 2-year warranty applies to physical goods, fulfilled exclusively via repair or replacement.

We warrant that digital content functions substantially as described, but do not guarantee uninterrupted availability.

Account sharing or commercial misuse of digital content and memberships is strictly prohibited and results in immediate termination without refund. Liability for minor negligence, data loss, or indirect damages is excluded.

### 6) Law & Jurisdiction

Swiss law applies exclusively. The place of jurisdiction is CMA's registered seat, subject to mandatory consumer protection laws.

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