



*Fieberbrunn - Hochfilzen - St. Jakob in Haus  
St. Ulrich am Pillersee - Waidring*

## **Webshop**

General terms and conditions

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### **Webshop PillerseeTal**

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## **1 Scope of the GTC**

These General Terms and Conditions (GTC) apply in the version valid on the day of the order for all contracts concluded via the online shop operated by the PillerseeTal Tourism Association (hereinafter referred to as "TVB"). The GTC become part of the contract when the customer accepts the applicability of the GTC by clicking on the corresponding field and sends the order to the TVB.

## **2 Terms of purchase and delivery**

### **2.1 Price details**

All prices (in euros) are gross prices including any statutory VAT and excluding other ancillary costs such as postage and shipping.

### **2.2 Payment processing**

Payment shall be made exclusively by credit card. Other payment methods (prepayment, payment against invoice) are not provided for in the online shop.

### **2.3 Delivery conditions**

The goods remain the property of the TVB until payment has been made in full. In the event of loss, theft or damage to the goods, there is no entitlement to compensation. Complaints about damaged or undelivered goods can only be considered within 14 days of the date of dispatch.

## **3 Vouchers**

### **3.1 General**

The voucher issuer is the PillerseeTal Tourist Association. The vouchers are transferable, but not redeemable in cash. The voucher loses its validity after 30 years.

### **3.2. Loss or damage**

The TVB accepts no liability in the event of loss, theft or damage to the vouchers. Lost or damaged vouchers can only be replaced by means of the voucher number.

### **3.3 Difference**

The vouchers can only be redeemed once in the amount of the corresponding sum. Should the voucher value exceed the cost of accommodation, the difference can be paid out in cash by the landlord or offset against it.

**4 Withdrawal from the purchase**

A right of return exists for items which are returned to the TVB within 14 days of receipt. The return costs shall be borne by the customer. After receipt of the goods, the amount will be transferred back immediately (please provide the account details). Only customers who are consumers within the meaning of the Austrian Consumer Protection Act may make use of the right of return.

**5 Liability**

The statutory warranty provisions of the Austrian General Civil Code (ABGB) shall apply. The warranty period shall commence at the time the ordered goods are handed over to the supplier. The customer must immediately inspect the goods received for any defects and notify TVB in writing of any visible defects within 7 days at the latest. Defects which are due to improper use by the customer are excluded from the warranty.

**6 Data protection****6.1 Personal data**

The TVB expressly declares that it will not pass on any personal data of customers to third parties unless this is necessary for the processing of the contract. The data for payment by credit card is transmitted via a protected SSL line. The customer will only receive advertising information from the TVB with separate consent.

**6.2 Liability**

The TVB is not liable for the content of data transmitted by the customer.

**6.3 Privacy policy**

In all other respects, reference is made to the privacy policy of the TVB.

**7 Place of jurisdiction**

The district court of Kitzbühel shall serve as the TVB's place of jurisdiction.

**8 Other provisions**

There are no deviating or verbal ancillary agreements to these GTC.

*General Terms and Conditions 1. Applicability | Status: March 2021*