

## General Terms and Conditions

### Prices

All prices are in Euros (&euro;) and without the VAT. While every effort is made to ensure that the prices quoted on the website are correct, they are subject to occasional change. Any increase in price will be notified before goods are dispatched.

### Payment

We accept payment by the following methods:

MasterCard, Visa or PayPal.

Alternatively payments can be made by bank transfer.

### Postage & packaging charges

There is a postage charge on books to all addresses.

### Delivery

We aim to dispatch orders within five working days of receipt, subject to availability. If this is not possible you will be notified. Items are either sent by second-class mail, parcel post or by courier (usually heavier items), and therefore should arrive between ten and fourteen working days from dispatch.

### Cancellation policy

This cancellation policy does not affect your rights when we are at fault - for example, if goods are faulty or misdescribed.

You can cancel your contract before delivery, and up to 14 working days after delivery. To do this, please e-mail us or write to us. We will refund your money, including the original postage charges, within 30 days.

The cancellation must be addressed to:

SCHUNGIT MINERALIEN

Dmitri Rogov

Usedomer Str. 13

18107 Rostock

Germany

E-mail: [dmitri.rogov@something-books.com](mailto:dmitri.rogov@something-books.com)

You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future.

If you cancel, you must return the goods to us at your own expense. You are responsible for the risk of loss or damage when you return goods, so you should take out enough postal insurance to cover their value.

#### Returns

If the goods arrive damaged or are defective, please contact the office to arrange their return and replacement.

Contact us:

#### SCHUNGIT MINERALIEN

Dmitri Rogov

Usedomer Str. 13

18107 Rostock

Germany

E-mail: [dmitri.rogov@something-books.com](mailto:dmitri.rogov@something-books.com)

Goods returned for other reasons must be in their original condition and are accepted as returns by prior arrangement only.

#### Data Protection Clause

Protection of your personal data is highly important to us. We want you to know which data is saved and how it is used.

#### Personal Data

Personal data is information that can be used to learn your identity. It comprises your name, postal address, phone number and Email address. This data, as well as the data sent to us via our contact form, will be saved and processed by us.

At any time you shall, of course, have the right to obtain information on any data submitted to us via Email or various contact forms and/or to demand the deletion or change of any personal data we have stored. Please contact the address

stated in the Imprint via mail, phone or Email.

We do not use any cookies nor do we apply any techniques which may serve to reproduce a user's internet access behaviour. When you access our web offer, some data may be saved for security reasons which could be used for identification (e.g. IP address, date, time und pages accessed). Your personal data will not be used for identification. We reserve the right to use anonymised records for statistical evaluation.

Transfer of personal data to third parties

We shall not pass on any personal data to third parties.

Links to other websites

Our online offer contains external links to other websites. Please note that we cannot guarantee that the operators of such websites adhere to the data protection terms.

Credit card security

Provided by Postbank

Credit/debit card details are secured within 128-bit encrypted sessions.

Liability

Something Verlag GmbH shall not be liable for any loss or damage incurred by the customer or by any third party resulting from any fault in the product supplied. We do not accept liability for personal theft on the Internet (such as credit card number).