

# **TERMS & CONDITIONS OF USE**

## **1. INTRODUCTION**

These terms and conditions of use govern the rules for using our website [www.bunnybox.ch](http://www.bunnybox.ch) (our "Website" or "BunnyBox" or "our store"). Our Website is owned and operated by BunnyBox Furrer, a Swiss company organized as a sole proprietorship business under the Swiss Code of Obligations. Our headquarters are at Ronalpstrasse 6, 3935 Bürchen (VS), Switzerland.

### **1.1 DECLARATION OF CONSENT**

By accessing the websites of BunnyBox and the services, products information, opinions, documents, functions, etc. contained or described therein (hereinafter referred to as "information"), you declare that you have understood and accepted the terms and conditions of use. Please also read the additional legal information and disclaimers on the BunnyBox websites for the services and products you wish to use.

### **1.2 RESERVATION OF ALL INTELLECTUAL PROPERTY RIGHTS**

All information on the BunnyBox websites is protected by intellectual property rights and belongs to BunnyBox or to third parties. The information may be freely used for private purposes only. No element or information on the BunnyBox websites is intended to confer a licence or right to use any registered trademark, logo, image or other content protected by intellectual property rights. Without the written consent of BunnyBox, it is forbidden to systematically call up content on the BunnyBox websites in order to compile a collection, database or directory, either directly or indirectly.

### **1.3 SEVERABILITY**

If any term or other provision of this Agreement is invalid, illegal or incapable of being enforced by applicable Law or public policy, all other terms and provisions of this Agreement shall nevertheless remain in full force and effect so long as the economic or legal substance of the transactions completed hereby is not affected in any manner materially adverse to any Party. Upon such determination that any term or other provision is invalid, illegal or incapable of being enforced, the Parties shall negotiate in good faith to modify this Agreement so as to effect the original intent of the Parties as closely as possible in an acceptable manner in order that the transactions contemplated hereby are consummated as originally contemplated to the greatest extent possible.

### **1.4 JURISDICTION**

This Agreement shall be governed by and construed in accordance with the substantive laws of Switzerland. All disputes arising out of or in connection with this agreement, including disputes on its conclusion, binding effect, amendment and termination, shall be resolved exclusively by the District Court of Leuk (VS), Switzerland.

## **2. RETURN POLICY**

Please contact BunnyBox at [online-shop@bunnybox.ch](mailto:online-shop@bunnybox.ch) before returning any items. Make sure to include contact information with the return and if possible, please provide us with a tracking number and a brief description of your case. BunnyBox will make a refund of eligible returns. We will need a bank account number to transfer the money back to you. All of our products are non-returnable goods as they are in most cases perishable goods such as flowers, herbs and wood.

### **3. REFUND POLICY**

Our policy lasts 7 days (seven). If 7 days have gone by since your purchase, unfortunately we cannot offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

#### **3.1 REFUNDS**

In order to be eligible for a refund, the product need to be in a defective or damaged condition. If that condition is fulfilled, please send us a refund request at [online-shop@bunnybox.ch](mailto:online-shop@bunnybox.ch) with a clear and concise description of why there is a problem including pictures. Once your refund request is received and inspected, we will send you an email to notify you, that we have received your request. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

#### **3.2 LATE OR MISSING REFUNDS**

If you have not received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at: [online-shop@bunnybox.ch](mailto:online-shop@bunnybox.ch).

#### **3.3 SALE ITEMS**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

#### **3.4 EXCHANGES**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [online-shop@bunnybox.ch](mailto:online-shop@bunnybox.ch).

### **4. CHANGES TO THESE TERMS OF SERVICE**

We reserve the right to modify our terms of service at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website.

If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

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