

Delivery Costs

| Country | Value of goods (incl. VAT) | Delivery costs (incl. VAT)* |
|---------|----------------------------|-----------------------------|
| Austria | from € 25,00 | free delivery |
| | from € 0,00 | € 3,90 |

* The delivery costs are based on standard delivery. Additional fees may be charged for special delivery services including the shipment of produced or bulky goods.

Estimated Duration of Delivery

The delivery period is displayed on the product page. When the package will be delivered can be viewed on the "My Basket" page, i.e. after entering your delivery address and desired delivery company.

In the event that the ordered items cannot be delivered by the manufacturer, due to the manufacturer not being able to fulfil their contractual obligations, we have the right to withdraw from the order. The customer will be informed immediately.

Please note that our packages are dispatched from our warehouse in **Austria**, thus our Customer Support Team is not available on Austrian public holidays, nor are order processed or packages dispatched on these days.

Delivery Services

Austrian Postal Service

In Austria the delivery is carried out by the Austrian Post. When an order is placed before Monday 12:30 o'clock (CET) and all the ordered products are in stock, the order will be processed on the same day. Delivery in 1 business day. is the general duration for parcels being shipped to Austria.

An order confirmation email is sent if the order placement is successful. The dispatch email containing the tracking number is forwarded to the email address provided once the order ships. The tracking number can be used to follow the tracking progress.

Depending on the delivery company selected, the tracking information may take up to **48 hours** to be visible on the tracking page after the receipt of the dispatch email.

The estimated dispatch and delivery dates are displayed on the product pages and in "My Basket".

Our courier partners do their best to deliver orders in a timely fashion. However, unforeseen delays may occur due to weather or traffic conditions. We kindly ask for your patience and understanding in such cases.

*International customers can view more detailed tracking information when the tracking number is used on the Postal Service website for their specific countries.

Our Packaging

We care about the environment, and so should you!

The filling material used is 100% biodegradable - and suitable for composting.

Our boxes are made from pure carton and can be disposed of in waste paper refuse.

Due date and retention of title in the event of purchase

1. The purchase price is due at the latest upon delivery of the goods.
2. The delivered goods remain the property of Carbomed Medical Solutions GmbH until full payment has been made.

Due date and retention of title in case of rental

1. The rent is due monthly and only then is the use of breathe ilo guaranteed.
2. breathe ilo remains the property of Carbomed Medical Solutions GmbH during the term of the lease.
3. After 12 months of rental, ownership is automatically transferred to the tenant.

Terms of payment

Credit Card, Paypal, SEPA Bank Transfer

Warranty

1. Unless otherwise specified, the general statutory provisions shall apply.
2. The warranty is excluded for defects caused by the customer. This is in particular the case with improper handling, faulty operation or unauthorized repair attempts.
3. The shortened limitation period does not apply to damages which are based on a grossly negligent breach of duty by Carbomed Medical Solutions GmbH or on an intentional or grossly negligent breach of duty by a legal representative or vicarious agent of Carbomed Medical Solutions GmbH. Furthermore, the shortened limitation period does not apply to claims for damages due to the negligent or intentional violation of essential contractual obligations. Material contractual obligations are obligations the fulfilment of which is essential for the proper performance of the contract and on the observance of which the customer may regularly rely.
4. If goods with obvious transport damages are delivered, please complain such errors immediately to the deliverer and contact us as soon as possible. Failure to make a complaint or contact us has no consequences for the statutory warranty claims of consumers and merely serves to support the supplier in asserting his claims against the company or insurance company commissioned to deliver the goods.