



Cartoonmuseum Basel
Zentrum für
narrative Kunst

General Terms and Conditions

The following General Terms and Conditions apply:

Scope

The following General Terms and Conditions apply to all orders placed on this website. All goods on this website are products of Cartoonmuseum Basel, St. Alban-Vorstadt 28, 4052 Basel. The Cartoonmuseum Basel books published by Christoph Merian Verlag are also sold via the publisher's outlets that are separate from the museum.

Price

Prices are subject to change; mistakes and processing errors can occur. For orders, the prices valid on the day of delivery, which include VAT, shall apply. Prices in CHF apply to orders with a billing and/or delivery address in Switzerland or Liechtenstein. Prices in EUR apply to orders with a delivery address in any other country.

Terms of dispatch

We immediately deliver the ordered titles to the address you specify. We reserve the right to fulfil your order only insofar as the goods are actually in stock. If a title is not available, you will be notified accordingly.

Postage and packaging costs

Book deliveries and postcards

For Switzerland: CHF 5.–/CHF 10.–, depending on the weight and size of the parcel

For Europe: EUR 12.–/EUR 29.–, depending on the weight and size of the parcel

Posters and screen prints

For Switzerland: CHF 10.–, depending on the weight and size of the parcel

For Europe: EUR 34.–(poster F4)/EUR 12.–(poster A2), depending on the weight and size of the parcel

Delivery dates depend on the postal service in the destination country. All stated delivery dates and times are non-binding.

If a repeat delivery becomes necessary due to an incorrectly specified address or non-collection of a parcel, the customer shall cover the additional postage and packaging costs incurred.

For deliveries in Switzerland, value-added tax is included in the price shown. For deliveries to other countries, the price shown is net, i.e. it does not include value-added tax.

Import costs

When importing goods into countries outside Switzerland, import duties may be incurred, which must be borne by the customer. These vary according to the different customs territories, and to the weight and value of the parcel. Any customs duties, processing fees or taxes incurred in the destination country for deliveries abroad are borne by the recipient.

Payment

All payments can only be made using the specified payment methods. Credit card payments are processed via Worldline. This means that no credit card information is disclosed to Cartoonmuseum Basel.

Establishment and fulfilment of the contract

The purchase contract is considered to have been entered into when the customer receives confirmation of the order via email. Contract fulfilment on our part occurs when we accept your order by sending you the goods. Cartoonmuseum Basel will not fulfil any orders that are obviously fraudulent or incomplete. We reserve ownership of the delivered goods until full payment has been received. Furthermore, delivery of the desired item is subject to availability.

Cancellation

You have the right to cancel your order within 14 days without providing a reason. You may submit your cancellation directly [online](#) via your account page by logging in with your email address and clicking the cancellation button next to the relevant order.

Items may be returned provided they are in their original packaging and show no signs of use. Shipping costs are to be borne by the buyer. Please send returns to the following address:

Cartoonmuseum Basel
St. Alban-Vorstadt 28
4052 Basel
Switzerland

All items are inspected prior to shipment and are sent out in perfect condition. Returns are only accepted if accompanied by proof of purchase. Upon receipt, the buyer must inspect the goods and promptly notify the Cartoonmuseum Basel of any defects; failure to do so will be considered acceptance of the goods. Returns will be rejected if the items are damaged, show signs of use, and/or if the packaging is incomplete. Items returned after the 14-day return period has expired will neither be refunded nor returned to the sender.

No refund will be provided if the goods are damaged or lost during the return shipment. It is advisable to use a shipping method that includes a tracking number. Any postal or customs charges incurred will not be reimbursed. If a return is accepted, a replacement item will be provided.

Personal data

Upon placing your order, you agree that we may store your personal data in machine-readable form and process or use it for the purpose of fulfilling the existing contractual relationship, and for our own promotions only. In particular, the specified purpose also includes delivery and invoice processing. Cartoonmuseum Basel undertakes to protect the privacy of all persons who use our site. No personal data will be sold to third parties.

Applicable law, place of jurisdiction: Basel