

General terms of business and return conditions

Bauwerk Group Schweiz AG, CH-9430 St. Margrethen (valid from 1st january 2025)

All important conditions in context with your order are clearly specified on our order confirmation.
In addition, the following return conditions apply:

Return conditions

- Return of goods (up to a max. of 5% of the relevant delivery) are only accepted within 30 days after date of the invoice. Thereafter, returns are not accepted anymore.
- Damaged and/or opened boxes, solid parquet mosaic and on-edge, promotion and best value (2nd choice) articles specially produced articles, parquet from exotic timbers and skirting are excluded from the right to return.
- Solely accepted are goods in perfect condition and packed in its original packaging.
- Generally, a deduction of 40% is made on the net value of the goods. The goods need to be returned at the customer's expense to our central warehouse.
- Possible, further incurring costs will be deducted.