

# tuxgraphics terms & conditions

## Privacy policy

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We are committed to ensuring our clients a secure and enjoyable online shopping experience. We do not rent, sell or give out our client's information.

## General

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To buy something in our shop you need to accept our terms and conditions. We don't accept other conditions and don't need to reject to other terms and conditions when we receive them.

When we receive your order we send you a confirmation email. You have to check whether everything is listed there correctly. You will receive a second email notifying you when we have sent your order out.

If it is impossible for us to fulfill your order we will let you know as soon as possible and will refund your money already paid.

Even though we do also sell products for children you need to be an adult to order our products.

## International shipping

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Our shop is located in Canada and the online shop shipping calculator is setup to ship to the following countries:

- All European countries
- Australia & New Zealand
- Brazil, Chile, Iceland, Mexico, Turkey
- South Africa
- Canada
- USA
- Japan
- Israel

We will add more destinations as requests are coming in. If you live somewhere else and you want to buy some of our products then you can write us an email to discuss the shipping possibilities.

## How long do we need to process the order?

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We will normally **send** your order **out** the **next working day after completion of payments**.

## Shipping cost

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We charge for the actual shipping cost. There are no additional handling or packaging fee. Our shipping calculator will calculate the shipping cost according to weight and location when you go to the check-out.

Shipping is via normally via Post Canada airmail. TNT-express (trackable world wide) is available on request.

The following are example charges for shipping with Post Canada:

<b>item</b>	<b>Canada</b>	<b>USA</b>	<b>Germany, France, etc...</b>
1 x Tux Sticker	1.25 CAD	2.10 US	1.95 EUR
1 x AVR ethernet board and components	11.99 CAD (trackable)	6.90 US	6.39 EUR

Shipping prices may change at any time. The amount shown for shipping at checkout is the actual price you'll pay for shipping.

## Risk of loss

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All items purchased from tuxgraphics.org are made pursuant to a shipment contract. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

## Payment

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We offer the following payment options:

- credit cards using worldpay.com
- paypal.com and credit cards using paypal.com
- direct bank transfer (Überweisung) for Europe to our German bank account

All orders are processed once they are paid in full.

## Returns

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All items can be returned within one month. They must be undamaged and in original condition. All items must be sent back with sufficient postage. Contact

us via email before you return anything.

## Warranty

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You have a warranty of 2 years except for commodities like e.g. calendars. The warranty begins upon arrival of the product. We don't give warranty if you use the products improperly.

## Our Address is

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tuxgraphics.org  
Katja Socher  
50 Linden  
Baie-d'Urfe, QC  
H9X 3K3  
Canada

Our email address is:

[shop@tuxgraphics.org](mailto:shop@tuxgraphics.org)

Please contact us via email; especially when it is urgent.

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If one of the above clauses doesn't apply the other clauses still hold.