



Hygiene-shop.eu  
Schwendberg 465, 6283 Hippach, Austria  
Tel: +43 (0) 5285 63067  
Fax: +43 (0) 5285 62797  
UID: ATU64421628  
Firmenbuch: 315865h  
Landesgericht: Innsbruck  
Internet: [www.hygiene-shop.eu](http://www.hygiene-shop.eu)  
E-mail: [info@hygiene-shop.eu](mailto:info@hygiene-shop.eu)

**Customer information Identity and address of the seller, you close an sales contract with:**

**Schrama Handels GmbH  
Schwendberg 465  
A-6283 Hippach  
Austria**

The customer service department will assist you in resolving your question, comment or complaint. You can send us all inquiries or complains by e-mail or telephone during the opening hours and within 2 working days you can expect a response.

[info@hygiene-shop.eu](mailto:info@hygiene-shop.eu)  
Tel.: +43 (0) 5285 63067  
Fax: +43 (0) 5285 62797  
Skype: hygiene-shop.eu

**Our opening hours:**

Monday till Thursday:

8:00a.m – 12:00a.m and 01:00p.m – 03:00p.m.

Friday:

08:00a.m – 12:00a.m and 01:00p.m – 03:00p.m.

- 1.) How do I order?
- 2.) Which payment options are possible?
- 3.) When and how are products delivered?
- 4.) Delivery method
- 5.) Can I return/exchange ordered items?
- 6.) How can I find a particular product on the site?
- 7.) Can I confirm my request again?
- 8.) Is it possible to deliver my order to another address?
- 9.) Right of withdrawal for delivery of products
- 10.) What are the costs in case of cancellation?
- 11.) Excluding the right of withdrawal
- 12.) Tax
- 13.) How do I report a complain
- 14.) Contact

**1.) How do I order?**

**Step 1**

- Take a look at our site which product you want to buy, choose your delivery country very important.
- Through the button "add to cart" allows you to place the products in your cart.
- This will take you to your shopping cart with the products

**Step 2**

Click on "add to cart" (or another product for additional items to add to your cart)  
At all times you can go to your shopping cart: click on the shopping cart on the right top

**Step 3**

See if your order is complete  
Now click on the order (companies & private customers) button

**Step 4**

Now you have three choices to place you order:

- Customer registration
- I am a registered customer
- I am a new customer

Now enter your personal details, check them and click on the 'continue' button.

Choose from the shipping and payment options

Please read the terms and conditions and check this.



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## Step 5

Now you will reach the order summary, check all the details and you can also print this page. Click on the 'continue' button to finish the order.

## 2.) Which payment options are there?

At hygienic shop.eu we offer a few ways to pay. Here you can choose which method is most right for you.

### Credit card:



If you wish to pay with you Visa or MasterCard is this possible. Simple choose the payment method for credit card. The total amount is immediately deducted from your credit card and we will send your order immediately. You will receive an email conformation of your payment.

### Paypal:



When you register your bank details or credit card details to PayPal, your bank account will be associated to your PayPal-account. You will never have to enter this information again in the conduct of a payment. To send a payment to a PayPal user, simply use the PayPal email address of the receiver.

You can pay your online shopping with Paypal. Simply login and click on "Send Money". You enter the total amount and our Paypal email address: [frank@hygiene-shop.eu](mailto:frank@hygiene-shop.eu).

### Click and buy, Safe and Simple!:



When you have an Clickandbuy account, you can easily pay to our shop. After you have placed the order and send it, you go directly to the homepage of clickandbuy, to continue the payment. After that you will receive an confirmation email.

### Prepayment:

After you have placed your order, you will receive an order confirmation by email. Here stands your invoice number and account number to send the total amount to. Using the confirmation email allows you your payment. Prepayment is safe and there are no extra costs involved, but generally lasts one the three days longer.

### Our bank details:

BTV Mayrhofen - Austria  
- Bank code number: 16390  
- Bank account: 139-208846  
- IBAN code: AT31 1639 0001 3920 8846  
- BIC/SWIFT code: BTVAAT22XXX

## 3.) When and how are the product delivered?

You receive the products at the agreed date. You can find the delivery date on your confirmation email that you received from us. You have the goods within 4 working days.

If the product you ordered is not at our stock, we will contact you. You then have the choice to receive the delivery in parts, we will send you the rest cially if these products reach us. If your ordered products have a different delivery date, you can choose to receive a number of products previously. Of course we notify you of the expected delivery of the Product is not available.

If after placing an order to change the point of delivery, then you can give us a call to at the number +43 (0) 5285 63067 or you can send an email to [info@hygiene-shop.eu](mailto:info@hygiene-shop.eu) containing the order number of your order and the correct address. We will send you a confirmation as soon as we have received your email and the changes has been made.



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#### 4.) Delivery method



We deliver as follow: once you have placed an order with us, they are handled as quickly as possible. Our shipments to United Kingdom and United States are shipped with UPS Logistics. Shipments that do not require a signature can be left in an safe place, out of sight and out of weather, at the driver's discretion. This could include the front porch, side door, back porch, garage area, or with a neighbor or leasing office (which would be noted in a yellow UPS InfoNotice left by the driver). UPS makes up to three delivery attempts, excluding weekends and holidays. The third and final delivery attempt has been made, and the driver was unable to leave your package. UPS reserves the right to return the package to the shipper after three delivery attempts. Unless it was a C.O.D delivery, UPS will hold your shipment for five days at the nearest UPS centre. If the shipment is not collected within five business days, it will be returned to the sender. C.O.D shipments are automatically returned to the sender on the same day the final delivery attempt is made.

#### 5.) Can I ordered items exchange/return?

You can return the bought products at Hygiene-shop.eu within 14 days after receive. Send the product, including all accessories, within the 14 days of receipt returned, accompanied by the original invoice/packing list in the original packaging. We kindly ask you the reason for return and write it on the back of the invoice of packing list, this is not required.

#### 6.) How can I find a particular product on the site?

The site has a search function. You can, at the left top, write there the desired product and then enter the search button. Then appear all product of the desired brand. On the site you can also search on the left in the category.

#### 7.) Can I confirm my request again?

At the end of the order you will receive a reference number and you will receive an email confirming you order. It is possible to request for the confirming email again. You can reach us by phone or email and we will send you once again the confirmation email. This can by email of by post.

#### 8.) Is it possible to deliver the product on another address?

Through our site made order, you wrote a billing address and a shipping address down. You can change this by sending an email to us or by telephone. Hereafter we will send you a confirmation.

#### 9.) Right of withdrawal

By purchasing products, the consumer can terminate the agreement without giving any reason to cancel during fourteen days. This period begins on the day after receiving the product by or behalf of the consumer. During this period the consumer will treat the product and packaging respectively. The consumer shall only unpack the product or use it for as far as necessary to assess whether the consumer wants to keep the product. One email to [info@hygiene-shop.eu](mailto:info@hygiene-shop.eu) is enough to cancel the order. Clearly mentioned your name and order number. You receive a confirmation email from us that we have canceled your order. If you have already paid online, that you will get your total amount returned on you bank account. In that case please note your bank details.

#### 10.) Costs in case of cancellation

If the consumer makes use of his right of withdrawal, the costs of returning the goods are for his expense.  
If the consumer has paid the total amount, the company must as soon as possible and within thirty days after the return or cancellation pay the total amount back.

#### 11.) Excluding the right of withdrawal

If the consumer does not have a right of withdrawal, this can only be excluded by the company when the company clearly in the offer, at least in time for the conclusion of the agreement, has mentioned. Exclusion of the right of withdrawal is only possible for products: by the entrepreneur to have been made to the consumer's specifications.



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#### 12.) Tax

All the product prices include 20% VAT, the additional products for companies which indicated a net price from are excluding VAT. During the ordering process, the VAT will be charged separately. For more information please visit [Info VAT](#).

#### 13.) Report a complain

Hygiene shop.eu We from will do our very best to every order properly and accurately carry out. In spite of our efforts it is possible that you are not satisfied with any of our products. We would like to hear that from you by e-mail so we can optimize our service. To file a complaint with our denial, you can use this email address [info@hygiene-shop.eu](mailto:info@hygiene-shop.eu). We will contact you within 48 hours by e-mail or call you.

#### 14.) Contact

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