

General sales conditions

Return policy

We ask you to check the goods immediately after receipt. You have the right to cancel the contract within a period of 14 calendar days and return the goods. Returns can only be accepted in the original packaging. Returns without prior notification to abadis ag will not be accepted.

Goods incorrectly delivered by us must be returned undamaged, functional, complete, unused and in proper original packaging together with the original delivery note.

If the above conditions are not met, a handling fee of CHF 30.- may be charged. The right to return goods begins with the receipt of the goods at the customer. The customer also bears the costs of the return. If the customer has returned the goods in due time and according to our return policy, he will receive a credit note or a replacement from abadis ag.

Return address:

abadis ag
Oberneuhofstrasse 10
CH-6340 Baar

A return is excluded in the following case:

- Articles specifically produced for you
- Items specifically ordered for you (non-stock items)
- Items you have already used
- Exceeding the 14-day return period

Liability

Our liability is limited to the quality of our products. In case of a defective quality of a product, only its value will be replaced. We shall not be liable for any damage, in particular damage resulting from failure to follow the instructions for usage or other improper handling and/or improper usage of a product. Every user or consumer of our products is obliged to check their suitability for the purpose for which they are intended before using them. He expressly takes over all risks associated with the use of the product and bears sole responsibility for any resulting damage.

Payment

Payment within 30 days net, without any discount. Prepayment subject to credit check.

Quotation

Written quotations are two months valid from the date of issue, unless another validity of period is indicated on the quotation.

Order / Delivery

We reserve the right to to modify orders that are not meeting the correct unit of quantity per whole packaging accordingly. Provided that the difference does not exceed 10% of the ordered quantity, the customer will not be notified. Delivery fees are made for the account and at the risk of the recipient, even in the case of carriage paid deliveries.

Delivery date

In case you receive an order confirmation, the date stated applies, subject to the timely receipt of goods from the upstream suppliers. Abadis AG declines any liability for possible damages due to delays in delivery.

Prices

We reserve the right to adjust prices to the market situation and to invoice prices which valid at the time of dispatch of the goods or individual partial deliveries.

Equipment repairs

Contact us by phone at +41 41 768 27 27 or by email at info@abadis.ch with the following information:

- Delivery note or invoice number
- Damage description
- Detailed pictures of the damage and the product label

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Important: Please include a copy of our delivery note or invoice to the package.

Jurisdiction

These general sales conditions are an English translation based on our German version. In case of an issue, the German original version applies.

Place of jurisdiction is CH-6300 Zug

Date: 2026.04