

## FAQ

Ötscher Online Shop - Your round the clock store for quality workwear and work protection.

### Who can order online from us?

Our online store is open to all, both **B2C customers** (end consumers) and **B2B customers** (companies). All **prices** listed in the online store are **in Euro and always include all taxes and duties (incl. VAT)**. As a corporate customer, you have the **option to enter the company name** and under notes also **UID Nr and customer number**. **This makes it easier for us to process your order.**

### Order process in the online store

In principle, you can **"log in"** to view your order afterwards or "without registration, as a guest" shopping. Once your **customer account** is activated, you can view your orders, deposit payment methods and make other settings.

**Search** for the desired product (by article, color world or collection). Once you have found the desired item, you can **select the color, size and quantity**. The **shipping costs can be viewed at the product**. Put the **product into the shopping cart**. If you want to create a customer account, please do so now at the latest under "Login".

Go to **view shopping cart**. Here you can check your entries again, change or delete. Coupon codes can be entered here. As well as **other notes added (eg. refinement of the goods with stick, transfer, etc.)**.

Decide to **pay via PayPal or go "Checkout"**. Here you will see the possible payment methods. Now fill out shipping details, delivery method, payment.

Shipping: We need here at least your email address, first and last name, furthermore the shipping address. If the shipping address is not the same as the billing address, you can add this under the item "Payment". With the exception of the email address, you can change all data later in your customer account.

**Delivery methods** we offer standard shipping, shipping cash on delivery or a pickup on site in the store, Ötscherlandstraße 1, AT - 3300 Amstetten.

Under the item **"Payment"** f.ex.coupon / or discount codes can be redeemed and the payment method selected (**PayPal, credit and debit card, offline payment**). In addition, you have the **option to specify a different delivery address**.

At the end you can check your data and activate your account under **"Check and complete order"**.

In general, orders on our Internet platforms represent contractual offers by the customer, to which the customer remains bound for 8 days from receipt. **We confirm the completion of the order or payment process** with immediate payment **to the customer by e-mail**. In the absence of an explicit statement to the contrary, this confirmation does not constitute an order confirmation, but documents that the order has been received by us. **Our customer service will check your data** and contact you directly if necessary. **The order is binding only upon receipt of our order confirmation or dispatch of the ordered goods**. The order confirmation contains all detailed information about the order, in particular information about the quantity and essential characteristics of the goods, the total payment to be made for them, details of payment, delivery and delivery times and rights of withdrawal.

### How long does the delivery take?

Our delivery takes place within 14 days after receipt of payment or, in the case of cash on delivery, within 14 days after receipt of the order confirmation by the customer. Any delays in delivery will be communicated to the customer.

### Delivery and shipping costs in the online store

Deliveries are made within Austria, as well as to Germany, Slovakia, Czech Republic, Hungary, Slovenia, Italy, Poland, Netherlands, Belgium, Denmark, France, Spain, Luxembourg.

Free shipping from € 195,- incl. VAT. Below this amount the following shipping costs will be charged:

Standard shipping - € 14,30 incl. VAT, Cash on delivery - € 18,40 incl. VAT.

Collection from the Ötscher Shop, Ötscherlandstraße 1, A-3300 Amstetten - is possible free of charge during opening hours.

Otherwise our current terms and conditions "[GTC](#)" apply.

#### **How does a return / exchange or repair work?**

**Please contact us directly. We will clarify the further procedure by telephone and send you a return- and repair form.** Please follow the instructions on it exactly. **Please provide us with your bank details in order to ensure rapid processing of any return transfers.** We would like to point out that **exchanges are generally voluntary and subject to a charge for the customer** (shipping, possibly a flat-rate charge). **In the event of incorrect deliveries, defects or other reasons within our control, we will arrange for the goods to be collected and returned free of charge.**

#### **Alternative ways of ordering**

By email via [info@oetscher.com](mailto:info@oetscher.com) or

by phone at +43-7472-64744-0. We are available by phone from Monday to Thursday 08:00 - 16:00 , Friday 08:00 - 12:00.

**If you are looking for an item that you cannot find in our online store, please let us know. We carry thousands of items in our assortment and are the specialist for custom-made products. Our sales office and field service will be happy to advise you.**