



## GENERAL TERMS AND CONDITIONS; PRIVACY POLICY

Updated on 11<sup>th</sup> November 2017

### 1. Scope of application

For all business relations between the online shop ([www.nikyshandmade.com](http://www.nikyshandmade.com) and [www.nikyshandmade.ch](http://www.nikyshandmade.ch)) and the customer, our General Terms and Conditions apply in their version valid at the time of the order.

Orders are generally only made online on the grounds of the Internet order page. The customer is exclusively responsible for the selection of articles.

### 2. Delivery time and shipping costs

The delivery of the ordered goods is currently only possible within Switzerland. After payment is received, the ordered items will be sent within 3 working days. The items we can send Mo-Sa. The shipping costs are calculated for each order, taking into account the quantity of the products. All orders will be sent via Swiss Post.

In exceptional cases (eg the delivery is delayed for operational reasons), the customer is immediately informed by e-mail. The delivery is executed directly to the delivery address and contact person specified in the order.

### 3. Order, contract conclusion and method of payment

For a valid order in our online shop the following conditions must be fulfilled:

- o Put one or more items in the shopping cart,
- o Successfully complete the registration
- o Enter the valid and current address details
- o Select the payment method and accepting GTCs
- o Complete the order form and complete the order

#### Payment:

Possible payment methods are the following: credit card or money transfer by bank account. In case of a transfer, the customer will be sent an e-mail with the necessary payment data. For payments with credit card, we use the international online payment service "Stripe", which is also secured via SSL. Niky's Handmade does not store credit card data. Further information about Stripe can be found [here](#).

Payment for all payment methods must be made within 7 days after the order is completed, otherwise the order will be canceled. All prices are displayed in CHF.

### 4. Privacy

On the basis of Article 13 of the Swiss Federal Constitution and the Federal Data Protection Act (Datenschutzgesetz, DSG), every person is entitled to the protection of their privacy as well as protection against the misuse of their personal data. We comply with these provisions. Personal data are strictly confidential and neither sold to third parties nor passed on to third parties. In close cooperation with our hosting providers, we endeavor to protect the databases as well as possible against third-party access, loss, misuse or counterfeiting. When accessing our websites, the following data are stored in log files: IP address, date, time, browser request and generally transmitted information about the operating system or browser. These usage data form the basis for statistical, anonymous evaluations, so that trends can be identified, by means of which we can improve our offers accordingly.

#### Use of cookies

We use cookies when you visit our website. By using our website, you agree to our privacy policy.

#### What is a cookie?

A cookie is a small text file that is stored on your computer when you visit a web page. This text file stores information that can be read by the web page when you visit it later. Some cookies are necessary to make the site work properly. Other

cookies are beneficial to the visitor: they save the username in the same secure way as the language settings. Cookies are designed to prevent you from entering the same information every time when you visit a website again.

Why do we use cookies?

Niky's Handmade uses cookies to provide you with a web-based experience tailored to your customer needs. Through the use of cookies, we can ensure that the same information is not displayed to you every time you visit the site again. Cookies can also be used to optimize the performance of a website.

We use appropriate organizational and technical measures to protect your personal data as well as to avoid information loss or unlawful conduct.

How can I disable cookies?

You can easily customize your browser settings to turn off all cookies. Please note: If you deactivate your cookies, your username and password will no longer be stored on the website and you may not be able to fully utilize all the functions of our website.

Firefox

1. Open the Firefox browser.
2. Press the "Alt" key on your keyboard.
3. Select "Menu" and then "Options" in your function bar.
4. Select the "Privacy" tab.
5. Select "Create custom settings" for "Firefox is a chronicle".
6. Remove the "Accept cookies" checkbox and save your settings.

Internet Explorer

1. Open Internet Explorer.
2. Click the "Tools" button and then click "Internet Options".
3. Click the Privacy tab.
4. In the "Cookies" tab, you can remove the marker and save your settings.

Google Chrome

1. Open Google Chrome.
2. Select "Settings".
3. Click "Show Advanced Settings".
4. On the Privacy tab, click Content Settings.
5. In the "Cookies" section, you can disable them and save your settings.

Safari

1. Open Safari.
2. Select "Settings" in the function list (gray gear in the upper right corner) and click on "Privacy".
3. Under "Accept cookies", you can specify whether and when Safari should accept cookies from web pages. For more information, click Help (?).
4. If you want to learn more about the cookies that are stored on your computer, click on "Show Cookies".

Personal information

You can visit our site without giving any details about your person. Personal data such as your name, telephone number, address, as well as all stock data will only be collected if you voluntarily inform us of this within the scope of your order, opening a customer account or registering for our newsletter. We use the data provided by you without your separate consent exclusively for the fulfilment and processing of your order. With complete processing of the contract and full purchase price payment, your data will be blocked for further use and will be deleted after expiration of the statutory retention periods unless you have expressly agreed to the further use of your data. If you register for the newsletter, your e-mail address will be used for your own advertising purposes, until you unsubscribe from the newsletter. The deregistration is possible at any time.

Right to information and correction

According to the Federal Data Protection Act (DSG), you have the right to free information about your stored data (Article 8 DSG) as well as a right to rectification (Article 5 para 2 DSG). Requests for information may also be sent to the competent authority in electronic form. In addition, you may request that your data be deleted, as long as they are no longer required for contract processing and also require the blocking of your data. If you have any questions regarding the acquisition and processing of your personal data or for any information or request, please contact: Nikys' Handmade.

#### Privacy Policy for using Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses so-called "cookies", text files that are stored on your computer and which allow an analysis of the use of the website through them. The information generated by the cookie about your use of this website is generally transferred to a Google server in the USA and stored there. However, in the case of the activation of the IP anonymization on this website, your IP address will be previously abridged by Google within Member States of the European Union or in other Contracting States of the Agreement on the European Economic Area.

Only in exceptional cases will the full IP address be transferred to a Google server in the USA and abbreviated there. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators, and providing other services related to website activity and internet usage. Google may also transfer this information to third parties, provided this is required by law or if third parties process this data on behalf of Google. The IP address provided by your browser as part of Google Analytics will not be merged with other Google data. You can prevent cookies from being saved by setting your browser software accordingly; however, we point out that in this case you may not be able to use all functions of this website in full.

In addition, you may prevent the collection by Google of the data generated by the cookie and related to your use of the website (including your IP address) and the processing of this data by Google by downloading the browser plug-in available under the following link and install: <https://tools.google.com/dlpage/gaoptout?hl=en>

#### Agreement

By using this website, you consent to the processing of data collected about you and the manner of data processing described above as well as the stated purpose.

#### Secure data transfer

Your personal data is securely transmitted by encryption. This applies to your order and also to the customer login. We use the coding system SSL (Secure Socket Layer). Although nobody can guarantee absolute protection. However, we secure our websites and other systems through technical and organizational measures against loss, destruction, access, modification or dissemination of your data by unauthorized persons.

#### · 5. Right of revocation / cancellation policy for contracts with consumers

Items can be returned within 14 days. Return costs are borne by the buyer.

For further questions regarding the right of withdrawal, Niky's Handmade is happy to provide information without this being considered legal advice:

E-mail address: [info@nikyshandmade.com](mailto:info@nikyshandmade.com)