

**GENERAL CONDITIONS OF USE OF THE CARETAKER SERVICE OF THE  
WEBSITE APP.BAECHLER1834.CH**

## **Article 1. OPERATING COMPANY**

BAECHLER TEINTURIERS SA (hereinafter “the Operating Company”), the Swiss market leader in fabric and textile care, laundry, dry cleaning, ironing and stain removal services, operates a website that offers Customers the use of its caretaker service for companies, including the management of cleaning orders for all types of textile articles. Use of the website is governed exclusively by (i) the present Conditions, (ii) the **Payment Conditions below** and (iii) the **General Conditions of ASET (Swiss Association of Textile Care Companies)**, to the exclusion of all other documents.

The Customer expressly recognizes that any login to the Site or use of the Services implies acceptance of all the above-cited conditions.

## **Article 2. DEFINITIONS**

The terms used below in the present General Conditions, in the singular or plural, shall have the following meanings:

**Article:** any article entrusted by the Customer to benefit from one or more Services. Said Articles can only be textile and fabric products (including laundry, furnishings and leathers) and must be legal and without danger to health. The Articles shall be considered to be the property of the Customer.

**ASET:** Association Suisse des Entreprises d’Entretien des Textiles (Swiss Association of Textile Care Companies)

**Customer:** Company Employee who orders Services via the Website, pursuant to the present Conditions.

**IDs:** personal identifiers of the Customer on the Website.

**Company ID:** login identifier entered by the Customer to create his/her account on the Website.

**Order:** any order for Service(s) placed by the Customer on the Website.

**Detailed Order:** order placed by the Customer on the Website, detailing the contents of the order (type of article and quantity)

**Snap Order:** order placed by the Customer without detailing the contents of the order, without creating a basket and without specifying the Articles. The price will be specified on receipt of the Article(s) by the Operating Company.

**Order Confirmation:** validation of an Order or Snap Order by the Operating Company after it has started to perform the Services, and notified to the Customer, including any corrections and/or notified reserves concerning the Articles actually submitted and the limitations of the Services expressly brought to the attention of the Customer, pursuant to the present General Conditions or the General Conditions of ASET. Only the Order as validated and/or modified by the Order Confirmation shall be applicable and billed, as is recognized by the Customer.

**Account:** personal space of the Customer for managing and paying his/her Orders on the Website.

**Data:** information published by the Customer on his/her Account, relating to his/her profile, Orders and Articles.

**Company:** Company having a contract with the Operating Company for the provision of caretaker services to its employees for the cleaning of textile articles.

**Payment method:** method of payment in the form of a Bank Card (debit/credit card), which the Customer must add to the Account

**Services:** designates both the basic Service and the Additional Services offered via the Website.

**Basic Service:** Minimum service that must be applied to the Articles (washing/cleaning and ironing, or ironing only), except in the case of the Repair Service

**Additional Services:** online services offered in addition to the Basic Service, (fabric dressing, etc.).

**Customer Services:** BAECHLER TEINTURIERS SA 5 route de Jussy 1225 Chêne-Bourg, Switzerland, +41/0 22.869.24.44

**Repair Service:** can be selected alone. The Operating Company’s estimate must be accepted by the Customer by email, with extended lead time.

**Website:** <https://app.baechler1834.ch/> website for placing an Order online and for using the company Caretaker Service.

**Customer Driver:** designates the individual person responsible for Pick-up and Delivery of the Articles entrusted by the Customer.

**Pick-up:** designates the operation by which the Driver collects the Customer’s Articles dropped off at the Company’s premises.

**Delivery:** designates the operation by which the Driver returns the Articles to the Customer at the Company’s premises after the Services have been performed.

## **Article 3. ARTICLES**

Articles are grouped into categories: Dry Cleaning/Repair/Laundry Service/Leathers and Skins.

For the Dropoff Dry-Cleaning -> “Laundry by the kilo” category:

- The Articles are washed, ironed and folded,
- Only the weight weighed by the Operating Company shall be considered true and valid:
- all Articles are accepted EXCEPT shirts and blouses, and wash-only (except for dry-cleaning), stuffed articles and furniture fabrics,
- The minimum billed weight is 1 kg. The price is systematically rounded up to the next whole kilo: in other words, a bundle between 1 and 2 kg will be billed as 2 kg, a bundle between 2 and 3 kg will be billed as 3 kg, etc.

## **Article 4. AIM**

The aim of these General Conditions is to define the terms and conditions under which the Customer orders and benefits from the Services via the Website. The Customer can (i) open an Account to manage his/her Orders, (ii) place, pay for and track Orders online, (iii) choose between the “Detailed” and “Snap” Order modes.

## **Article 5. DURATION**

The present General Conditions shall enter into force with effect from the moment when the Customer opens his/her Account and shall remain in force up to the cancellation of the Account in accordance with article 14 of the present General Conditions, subject to the validity of the contract between the Operating Company and the Company. If the Customer does not use his/her Account for a period of at least one (1) year, the Operating Company reserves the right to close the Account without notice or compensation. The Customer will then only be able to benefit from the Services by opening a new Account on the website.



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www.entretien-des-textiles.ch, office@textilpflege.ch

# General Conditions

## I. PERFORMANCE AND SERVICES

1. We undertake to use professional methods for each cleaning order and to handle all articles entrusted to us with care and in full respect for the environment.
2. For articles of a special nature (unique items, delicate components, luxury articles and/or garments requiring intensive treatment etc.), the textile cleaning company may demand an extra charge in addition to the list price.
3. The number of items or the quantities counted or weighed by the textile care company is decisive for delivery, return and billing.
4. Special provisions apply to leased or hired laundry.

## II. LIABILITY

1. **The textile/fabric cleaning company is exempt from all liability, except in the case of gross negligence.**
2. The textile cleaner is only liable if the article to be processed effectively withstands the cleaning process recommended on the article's care label. If the label is missing, the cleaning company will rely on its professional knowledge and will decide on the appropriate cleaning process on the basis of the article's intended use. In the absence of a fabric care label, the cleaning company will expressly refuse all liability.
3. Despite carrying out an elementary professional inspection on receiving the items, the textile cleaning company cannot be held liable for any damage caused by unidentifiable properties or undetectable faults, such as insufficient resistance of the material or seams, poor colour fastness or print resistance, deterioration of buttons, bows, zip fasteners, shoulder pads, additions, ornaments, cords etc., or if the care label is incorrect. Liability is not accepted for shrinking or discolouration of the fabrics within the normal tolerance ranges.
4. Any need for special treatment must be evident, especially in the case of delicate characteristics of the textile/fabric that are not easily recognizable or stains that require special treatment. The laundry symbol and/or care symbol on the care label are considered decisive by the cleaning company.
5. The cleaning company may express reserves on receiving the articles to be processed (declaration of reserves).
6. **The cleaning company does not issue any guarantee of success.**

## III. RETURN

1. We make every effort to comply with the agreed delivery times. However, delays do not entitle the customer to compensation.
2. The articles are only returned against full payment in cash and on presentation of the order confirmation. For regular large-volume customers, the frequency and terms of invoicing shall be by agreement.
3. **Goods must be collected within a period of six months after placing the order.** After this period, the cleaning company can dispose of them without compensation to the customer. In the case of articles of value, the cleaning company will issue prior notice to its customer, if it knows said customer's name and address. The textile cleaning company is under no obligation to search for the relevant contact details.
4. If the cleaning order cannot be performed, the articles will be returned in the same condition as they are received.

## IV. COMPLAINTS

1. Complaints must be lodged immediately, or at the latest three working days after receipt of the goods, and on presentation of the relevant documentary evidence (order slip etc.).
2. All complaints shall be carefully investigated by the cleaning company, and the company will then state its opinion (with reasons) or provide an explanation. The subsequent procedure (professional remedial action, submission of the article to the joint dispute resolution panel for examination and arbitration etc.) shall if possible be determined by agreement with the customer.
3. In Switzerland, damage in the textile/fabric care sector is uninsurable. In the case of damage caused to the goods or in the case of loss for which the cleaning company is responsible, the customer shall be compensated in accordance with the table of current values concerning the standard devaluation of articles. The company expressly rules out any indemnity in kind.

## V. APPLICABLE LAW

1. **Swiss law is applicable, to the exclusion of any other.**
2. If no agreement is reached, we recommend that the parties submit the case to examination and arbitration by the joint panels for dispute resolution of the consumer protection bodies, the Swiss Association of Textile Care Companies (ASET - Association suisse des entreprises d'entretien des textiles) and Swiss Fashion Stores (SFS).

## Article 6. OPENING AN ACCOUNT

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The Customer is responsible for ensuring that he/she has a terminal and internet connection that complies with the technical requirements for accessing the Website and benefiting from the Services. The Account is opened by entering the Company ID supplied by the Customer's Company and completing the information required on the Website, which only allows one Account per Customer. The Customer must define the parameters of his/her Account and enter his/her personal profile (identity, valid email address, mobile phone number, bank details etc.).

The Customer undertakes on honour to provide true and accurate contact details and information and to contact Customer Service to update the Account in the event of any change. The Customer must enter his/her ID codes on logging into the Website for the first time and with each subsequent login after logging out. The login IDs are strictly personal and confidential. The Customer alone is responsible for their confidentiality and must not, under any circumstances, communicate them to third parties. Each login to the Website using the Customer's ID codes, and each Order placed using this login shall be considered to have been executed by the Customer; and only the logs and records of the Operating Company shall be deemed to constitute true and valid evidence. The Operating Company is released from all liability if the Services are used by a third party using the IDs attributed to the Customer. Any loss or theft of the ID codes must be immediately notified by the Customer.

## Article 7. ORDER MANAGEMENT

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### 7.1 Precontractual information

The Website proposes the Services, their characteristics and prices, and the Customer takes due note of said information. The Customer can place an Order for Services from his/her Account.

While logged into his/her Account, the Customer must add a Payment Method to pay for the Orders.

The performance of the Services is governed by the **General Conditions of ASET** which shall apply automatically and as of right, as is expressly recognized and accepted by the Customer.

### 7.2 Placing orders

On placing his/her first Order, the Customer shall be authorized to obtain a garment protection bag from his/her Company and shall affix his/her name and the Company name inside the bag for the purpose of routing the Articles. The Customer is considered to be the owner of the garment protection bag and is responsible for its safekeeping and must alert Customer Service if it is lost or stolen. Each new bag may be invoiced to the Customer.

On delivery of the first Order, the Customer will receive a name tag, which must be kept in the bag.

Orders must be placed in accordance with the procedure specified on the Website. The step-by-step Order process is as follows: (i) the Customer logs in and enters the Company ID (ii) the Customer places an Order, choosing either the Detailed Order mode (with creation of a basket, choice of Articles and indicative prices for payment pre-authorization) or Snap Order mode (without basket or Article identification, and the price will then be specified when the Operating Company receives the Articles) (iii) the Customer enters the Drop-off/Pick-up and Delivery dates (iv) the Customer then accesses the Order summary and can either confirm the Order by confirming the debit/credit card payment or can return to the previous steps to modify the Order.

The Customer is responsible for ensuring that the Articles dropped off are identical to those described in the Order. The Customer also expressly accepts, before any request for pick-up, that he/she will not be present for the evaluation of the actual Articles received. Any difference between an Article mentioned in the Order and the Article received by the Operating Company shall result in a correction of the Order and, where applicable, an adjustment of the corresponding price by the Operating Company.

Receipt of the Articles by the Operating Company constitutes the start of performance of the Services and comprises: (i) checking the conformity of the Detailed Order or composition of the Snap Order, (ii) notification of any prior reserves (for example, stains, wear, discolouration etc.) or refusal to perform the Service (for example, in the case of major risk of deterioration) (iii) dispatch of the corresponding Order Confirmation to the Customer, which is then binding on the Customer, who must accept, irrevocably and in advance, all corrections made by the Operating Company after actual receipt of the Articles. The transmission of the Order Confirmation by the Operating Company triggers the automatic debiting of the Customer's debit/credit card.

Payment is carried out via the Website's payment process, in conformity with the **Conditions of Payment** below, which must be accepted by the Customer at the moment of payment-

In Detailed Order mode, pre-authorization of the sum of the Order shall be obtained from the bank.

In Snap Order mode, pre-authorization of a sum of ... CHF 20 shall be obtained from the bank.

For every Order, the Customer must ensure that the following information is correct and accurate, to enable the Operating Company to carry out Pick-up and Delivery: Company ID, Name and First Name, Telephone number, Email address, Date and time range for Pick-up and Delivery.

### 7.3 Order tracking and execution

The Customer undertakes to remove in advance from the Articles all objects and foreign bodies (in particular metal, plastic, felt-tips, cosmetics and paper)

The Customer can track the Services online via the Website. When the Order is ready and duly paid, the Customer will be notified by email. The quoted lead-times are indicative. Article Pick-up and Delivery shall be carried out during the time ranges selected and predefined by the Company. In the event of any complaint, the Customer must contact Customer Service at the latest three working days after Delivery. In the absence of a complaint registered within the allotted time, the Pick-up and Delivery shall be deemed to have been approved without reserve by the Customer.

The Customer is also provided with a log of placed Orders.

### 7.4 Order cancellation

The Customer can cancel his/her Order free of charge by contacting Customer Service, provided that the Customer has not yet received notification of the Order Confirmation. After said notification, Order cancellation is no longer possible.

If the Operating Company refuses to perform the Service pursuant to article 7.2 above, the Order shall be cancelled, and Customer Service shall contact the Customer. No appeal against the Operating Company is possible in the event of refusal pursuant to article 7.2.

## Article 8. RIGHT OF USE

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The opening of an Account shall automatically grant the Customer a personal, non-exclusive, non-assignable and non-transferable right to benefit from the Services in strict compliance with the present General Conditions for the duration of the Account. Consequently, any other use of the Services by the Customer, not authorized in the present Conditions, is prohibited.

## Article 9. AVAILABILITY AND MAINTENANCE

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The Services are accessible via the Website at the URL [app.baechler1834.ch](http://app.baechler1834.ch), subject to technical contingencies and the scheduled maintenance times for the Website and its hosting infrastructure. The Operating Company makes every effort to ensure uninterrupted round-the-clock accessibility of the Services, but Customers are warned of the technical contingencies inherent to the internet and of the access interruptions that may ensue. Consequently, the Operating Company cannot guarantee the permanent accessibility of the Website or permanent access to the Services and cannot be held liable for any consequences whatsoever caused by inaccessibility or slowing down of the Website. The Website is subject to technical and functional maintenance by the Operating Company. The Customer must report any anomaly or malfunction of the Website. The Operating Company shall, as soon as possible, carry out a diagnosis of the anomaly and implement any necessary remedial action in accordance with the technical and functional roadmap.

## Article 10. INTELLECTUAL PROPERTY

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The Operating Company owns the operating rights of the Website and Services, including its trademark and logo, with the exception of the Articles, which remain the property of the Customers.

The right of use of the Service, granted to the Customer pursuant to the present General Conditions, cannot result in any transfer of intellectual property whatsoever concerning the site. Consequently, any reproduction or use of any elements of the Website or of a Service without prior authorization from the Operating Company is strictly prohibited.

## Article 11. PERSONAL DATA

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The opening of an Account and, more generally, the performance of the Services necessitates the collection of personal data by the Operating Company via the online registration form. These data are collected by the Operating Company and are obligatory requirements for performing the Services. The Operating Company shall not disclose said data to any third party, except for its hosting subcontractor, its software processing subcontractor and its secure payment service provider; said disclosure shall solely be for the purpose of performing the Services.

In application of the Swiss Data Protection Act ("Loi sur la protection des données" - LPD) of 19 June 1992 and of (EU) Regulation 2016/679 on the protection of personal data "GDPR", every Customer has the right of access, correction and erasure of his/her data. This right is exercised directly by the Customer by deleting his/her Account or by contacting Customer Service. The Customer is informed that the personal data may be transferred to the United States by the secure payment service provider. Said service provider complies with the legislation in force and ensures a sufficient level

of data protection during transfer of the data; the service provider is certified compliant with the EU-US Privacy Shield and complies with the principles of said Shield... The Operating Company shall ensure the confidentiality of the data hosted under its authority but rejects any liability for the security and/or confidentiality of the data when they are in transit over the internet, as is recognized by the Customer. Finally, the personal data concerning the Customer shall be destroyed on cancellation or erasure of his/her Account.

## Article 12. FINANCIAL CONDITIONS

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The Website enables Orders to be placed online at the prices displayed at the time of the Order. Payment of the Orders is carried out by secure payment process, which the Customer must use in accordance with its conditions of use.

The Customer Account is debited as soon as the Order Confirmation is sent, as described in article 7.2 above. The Customer must therefore enter his/her complete bank details and ensure that sufficient funds are available in his/her account to honour payment of the Orders. No Order for which payment is refused, impossible or cancelled can be performed.

For the purpose of internet fraud prevention, the information concerning Orders may be transmitted to any third party authorized by law or appointed to check the identity of a customer or the payment method used.

## Article 13. LIABILITY

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The operation of the Website and the performance of the Services are proposed in the framework of a commitment of resources and subject to the availability of the Services at the time of the Order. The lead times for completion of the Services are indicative. The Customer will not receive any compensation in the event of any delay. The Customer alone is responsible for the terminals and internet connections necessary to use the Website and for the choice of Services ordered for his/her Articles. The Operating Companies do not provide any guarantee of permanent or error-free access or operation of the Website and cannot be held legally liable on these grounds.

In the event of deterioration of an Article as the result of a Service, duly proved by the Customer, the liability of the Operating Company is defined in accordance with the stipulations of the **General Conditions of ASET**. Please note that the Operating Company cannot be held liable in the event of incorrect labelling or in the absence of a label.

In the case of failure to comply with the requirement to remove all objects and foreign bodies specified in article 6.3 above, the Customer shall be liable for any damage caused by said objects.

At all events, the Operating Company is only liable for the direct damage incurred by the Customer if the Operating Company fails to perform its contractual obligations as defined in the present Conditions, to the exclusion of any indirect damage (such as, in particular, loss of opportunity, loss of profit, loss of customers, loss of income, loss of business, harm to image etc.). Where applicable, the liability of the Operating Company for direct damage due to non-performance of its commitments under the present General Conditions shall be settled by a fixed and final indemnity by application of the table of standard values defined by **ASET**.



In all cases, the Customer must refer to the **General Conditions of ASET**, available on the Website or by clicking the following link: <http://www.textilpflege.ch/fr/association/informations-sur-lassociation/conditions-generales.html>

SHALL BE SUBMITTED TO THE EXCLUSIVE COMPETENCE OF THE COURTS OF THE CANTON OF GENEVA.

None of the Parties may be held liable for any loss or damage caused by delay or non-performance of its Contract obligations due to a case of “force majeure” or exceptional fortuitous circumstances, provided that the occurrence of any such case is rapidly notified to the other Party in writing, specifying the impact of this event on the estimated period during which performance of the present Contract will be affected. Cases of force majeure are expressly limited to those normally accepted under the applicable jurisprudence.

#### **Article 14. CANCELLATION**

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The Customer can terminate use of the Services at any time by contacting Customer Services, which will delete his/her Account. In all cases, if the Customer fails to comply with the present conditions, the Operating Company reserves the right to suspend and/or cancel his/her Account, without notice or any compensation whatsoever, and without prejudice to the sums that said Operating Company may claim in damages. Moreover, as content host, the Operating Company reserves the right to delete any content that is contrary to the applicable laws and regulations, under the same conditions.

#### **Article 15. EVIDENCE**

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In the event of any dispute, the Operating Company may validly provide evidence of the Orders and Articles and Services concerned, by means of the Website connection and transmission logs, which alone shall be deemed true and valid proof, as is recognized by the Customer. Moreover, the Customer recognizes that his/her Order may be modified in the Order Confirmation by application of the price scales and Article and Service descriptions duly notified to the Customer in advance via the applicable General Conditions and on the Website. The Order Confirmation shall in no case constitute a unilateral modification of the Customer Order by the Operating Company, but only an adjustment that ensures compliance with the terms of the Services and with the reality of the Articles entrusted.

#### **Article 16. MISCELLANEOUS**

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The original of the present document is in French. If one or more stipulation(s) of the present conditions is/are judged to be null and void, inapplicable or non-binding by any competent court, the remaining stipulations of the document shall remain valid, applicable and binding, unless otherwise specified by said court.

The Operating Company reserves the right to modify the content of the present General Conditions at any time without notice, provided that it makes the modified Conditions available to Customers via the Website. Continued use of his/her Account by the Customer shall be deemed to constitute full and unreserved acceptance of the updated General Conditions. If the Customer does not accept the new conditions, he/she shall close his/her Account without indemnity and shall cease to benefit from the Services.

In the event of any dispute, the Parties must attempt to reach an amicable agreement before taking legal action. The Contract is governed by Swiss law. IF ANY DISPUTE RELATING TO THE SERVICE IS NOT SETTLED AMICABLY BETWEEN THE OPERATING COMPANIES AND THE CUSTOMER, IT



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# General Conditions

## I. PERFORMANCE AND SERVICES

1. We undertake to use professional methods for each cleaning order and to handle all articles entrusted to us with care and in full respect for the environment.
2. For articles of a special nature (unique items, delicate components, luxury articles and/or garments requiring intensive treatment etc.), the textile cleaning company may demand an extra charge in addition to the list price.
3. The number of items or the quantities counted or weighed by the textile care company is decisive for delivery, return and billing.
4. Special provisions apply to leased or hired laundry.

## II. LIABILITY

1. **The textile/fabric cleaning company is exempt from all liability, except in the case of gross negligence.**
2. The textile cleaner is only liable if the article to be processed effectively withstands the cleaning process recommended on the article's care label. If the label is missing, the cleaning company will rely on its professional knowledge and will decide on the appropriate cleaning process on the basis of the article's intended use. In the absence of a fabric care label, the cleaning company will expressly refuse all liability.
3. Despite carrying out an elementary professional inspection on receiving the items, the textile cleaning company cannot be held liable for any damage caused by unidentifiable properties or undetectable faults, such as insufficient resistance of the material or seams, poor colour fastness or print resistance, deterioration of buttons, bows, zip fasteners, shoulder pads, additions, ornaments, cords etc., or if the care label is incorrect. Liability is not accepted for shrinking or discolouration of the fabrics within the normal tolerance ranges.
4. Any need for special treatment must be evident, especially in the case of delicate characteristics of the textile/fabric that are not easily recognizable or stains that require special treatment. The laundry symbol and/or care symbol on the care label are considered decisive by the cleaning company.
5. The cleaning company may express reserves on receiving the articles to be processed (declaration of reserves).
6. **The cleaning company does not issue any guarantee of success.**

## III. RETURN

1. We make every effort to comply with the agreed delivery times. However, delays do not entitle the customer to compensation.
2. The articles are only returned against full payment in cash and on presentation of the order confirmation. For regular large-volume customers, the frequency and terms of invoicing shall be by agreement.
3. **Goods must be collected within a period of six months after placing the order.** After this period, the cleaning company can dispose of them without compensation to the customer. In the case of articles of value, the cleaning company will issue prior notice to its customer, if it knows said customer's name and address. The textile cleaning company is under no obligation to search for the relevant contact details.
4. If the cleaning order cannot be performed, the articles will be returned in the same condition as they are received.

## IV. COMPLAINTS

1. Complaints must be lodged immediately, or at the latest three working days after receipt of the goods, and on presentation of the relevant documentary evidence (order slip etc.).
2. All complaints shall be carefully investigated by the cleaning company, and the company will then state its opinion (with reasons) or provide an explanation. The subsequent procedure (professional remedial action, submission of the article to the joint dispute resolution panel for examination and arbitration etc.) shall if possible be determined by agreement with the customer.
3. In Switzerland, damage in the textile/fabric care sector is uninsurable. In the case of damage caused to the goods or in the case of loss for which the cleaning company is responsible, the customer shall be compensated in accordance with the table of current values concerning the standard devaluation of articles. The company expressly rules out any indemnity in kind.

## V. APPLICABLE LAW

1. **Swiss law is applicable, to the exclusion of any other.**
2. If no agreement is reached, we recommend that the parties submit the case to examination and arbitration by the joint panels for dispute resolution of the consumer protection bodies, the Swiss Association of Textile Care Companies (ASET - Association suisse des entreprises d'entretien des textiles) and Swiss Fashion Stores (SFS).

<b>GENERAL PAYMENT CONDITIONS OF THE CARETAKING SERVICE OF THE WEBSITE APP.BAECHLER1834.CH</b>
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Each Order implies the express and irrevocable acceptance of the present Payment Conditions by the Customer.

For every order of services via the Website, a secure payment system is provided to Customers, based on Customer authentication and confidentiality of the transmitted data.

This payment system is managed by the Operating Company's payment service provide, in compliance with the applicable regulations.

Payment is fully protected by the online payment system, which has PCI/DSS Compliance Level 1 certification. The card/bank details entered by the Customer on the Website are encrypted and can never be transmitted unencrypted over the internet. Moreover, they are only processed by the payment service provider and are never in the possession of the Operating Company.

The Services must be paid by debit/credit card, in compliance with the instructions on the payment page.

Full payment of the price, including any transport costs and additional charges for the ordered Services, shall be debited from the Customer's card after transmission of the Order Confirmation by the Operating Company to the Customer.

The Customer confirms that the card used is his/her own.

All card holders are subject to authentication and authorization checks by the card issuer. If the card issuer refuses to authorize payment, the Operating Company shall be entitled to refuse to carry out the Services and cannot be held liable for any delay in delivery or non-delivery.

The Customer is informed that the details of the card used for payment of the Order may be saved by a secure process. The 3-digit card security code (CSC) on the back of the card is systematically required in order to be able to use the card for a subsequent purchase.

The Customer can delete the credit card saved in the list displayed during the payment step.