

General Terms and Conditions

General

By placing an order, using a service, or registering for a workshop with HEY KLARA GmbH, the customer acknowledges the current version of the terms and conditions as part of the contract. HEY KLARA GmbH reserves the right to modify these terms and conditions at any time.

Perfume Workshop

Bookings are payable upon registration. Once payment is made, the course spot is definitively reserved. If the course is not paid in advance, at the latest 30 days before the start of the course, the spot may be reassigned to other interested parties.

Bookings are non-refundable. Participation by substitute persons is allowed.

Safety

The user alone is responsible for the safe use of heyKLARA products. HEY KLARA GmbH assumes no responsibility, costs, or liability for claims arising from the use or misuse of our products. Please keep the products out of reach of children. If you are pregnant, breastfeeding, or suffer from heart disease, epilepsy, high blood pressure, diabetes, or other conditions that may be affected by essential oils or fragrances, please consult a doctor before using our products.

HEY KLARA GmbH recommends testing heyKLARA perfumes on a small area of skin to check for possible allergic reactions. Apply a small amount to the inside of your arm. If redness, burning, itching, or irritation occurs, discontinue use immediately and wash off the product with soap and water.

The fragrance components and perfumes are not necessarily compliant with IFRA guidelines. Depending on the quantity used in the formulation, this is neither possible nor verifiable in the workshop. An IFRA certification can be requested for personal fragrance developments.

Mandates, Bookings for Events, Presentations

The following cancellation conditions apply:

- Up to 30 days before the event: free of charge
- 30-21 days before the event: 50%
- 20-0 days before the event: 100% of the agreed costs

Shop Shipping

HeyKlara items are shipped within 3-6 business days, depending on the order. Delivery is made by B-parcel post unless otherwise requested. HEY KLARA GmbH is not liable for the transport risk during shipping or for the loss of postal shipments. Transport damages must be reported immediately to the relevant post office.

Shipping Costs

Shipping costs are CHF 12. Customers may also arrange to pick up the ordered items at the studio in Bern by prior arrangement.

Retention of Title

The goods remain the property of HEY KLARA GmbH until full payment is received.

Complaints

Obvious defects must be reported in writing within 8 days of receipt. In the event of a warranty claim, we are willing to provide a replacement delivery.

Copyright

All images and descriptions on the website heyklara.ch are protected by copyright.

Formulations are the property of HEY KLARA GmbH, unless otherwise agreed.

Jurisdiction

Swiss law applies to the contractual processing. The place of jurisdiction is Biel (BE).

Other Conditions

Price changes are reserved at any time. Errors in product and/or price descriptions are also reserved. The content of this homepage is protected by copyright.

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