

General Terms and Conditions (GTC)

1. Scope

Éditions Synaphé SNC is a music score publisher based in Montreux (Switzerland) and includes an online trade of music scores in print and digital use. These general terms and conditions apply to all orders placed on the website :

<https://www.editionssynaphe.com> in the version current at the time of the order.

2. Order and conclusion of contract

In the shop you place an online order. The order is binding if you have agreed to the terms and conditions and pressed the BUY button. This creates a legally valid contract of sale. After receipt of your order, you will receive an order confirmation from us by e-mail.

3. Our terms of delivery and sale

After the order confirmation, we will send you the ordered items to the delivery address you specified in the form of a package or in case of a digital project, provide you with a download link. Unless otherwise noted under "Delivery time", the usual delivery time for standard shipping in Switzerland is 2-4 working days.

For orders from abroad, the delivery time for physical orders can be extended by up to 15 working days.

If the delivery of the goods fails despite repeated delivery attempts, Beluga Kids can withdraw from the contract. Return shipping costs are the responsibility of the buyer.

4. Offer

Our online offer is subject to change and non-binding. As a rule, the items offered in the online shop are available. If it is not possible to deliver one or more items due to a stock discrepancy, Éditions Synaphé will inform you of this fact as soon as possible and will ask you for equivalent items or a subsequent delivery. If none of these options appeal to you, the amount will be refunded.

5. Prices

Our sales prices are ex warehouse and are given in Swiss francs including statutory VAT and excluding shipping costs and any customs duties.

6. Your Purchasing Account

For orders in our online shop, you can use the payment options specified there.

7. Delivery and Shipping

7.1. Scope

We deliver worldwide.

7.2. Shipping costs

For our delivery within the whole of Switzerland and the Principality of Liechtenstein, you pay a shipping cost of CHF 3 (priority).

For deliveries abroad, we charge a proportion of the shipping costs depending on the delivery country based on the order weight.

8. Payment Options

For orders worldwide, you can use the payment methods credit card or PayPal.

9. Right of withdrawal/right of return

You can cancel the contract within 14 days of receipt of the goods without describing the reason for the return by returning the goods. The return of the goods is at your own risk and expense. For returns outside the defined period, a causal liability of 20% of the item value will be deducted or returned to the customer, depending on the item. Éditions Synaphé also reserves the right to charge 20% of the order value for unjustified cancellations. Digital items are excluded from the right of return.

Only items that are absolutely undamaged and in perfect condition will be taken back. Items must be returned in their original packaging, unsealed and undamaged.

The return should be sent to:

Éditions Synaphé
Route de Glion 23
1820 Montreux
Switzerland

10. Delivery defects

We ask you to check the delivered items immediately for correctness, completeness and integrity. Complaints about scope of delivery, material defects, incorrect deliveries and quantity discrepancies must be sent to us in writing by letter within 5 working days of receipt of the goods. The defect will be checked immediately by Éditions Synaphé. If Éditions Synaphé accepts the defect, you will receive an identical replacement item if it is in stock, and the shipping costs will be reimbursed. Otherwise you will be refunded the entire amount.

11. Acceptance of the General Terms and Conditions for Product Rental Agreements

By accepting these General Terms and Conditions, the buyer/tenant expressly declares that he has carefully read, understood and fully accepted the "General Terms and Conditions for Product Rental Agreements" from Éditions Synaphé SNC.

11.1 Obligation to Inspect

The buyer/tenant confirms that he has been given sufficient opportunity to review the "General Terms and Conditions for Product Rental Agreements", ask questions and receive clarifications. The buyer/renter understands that if there is any

uncertainty or questions about the terms and conditions, it is necessary to contact Éditions Synaphé before accepting these terms and conditions.

17. Privacy

The protection of your personal data is very important to us. We observe the applicable data protection regulations and secure your data against unauthorized access by third parties (data security precautions).

Our online shop is encrypted using SSL (Secure Socket Layer), which means that all data on the offer as well as your payment and customer data are transmitted to us securely.

Éditions Synaphé has the right to use your personal data to send you special offers or information about new collections. You can revoke your consent to the use of your personal data for advertising purposes at any time by sending an email to.

We use technical and organizational measures to secure our website and other systems against loss, destruction, access, modification or distribution of your data by unauthorized persons. Access to your shopping account is only possible after entering your personal password.

This website contains a Facebook/Instagram button. By activating the button you get in direct contact with the respective social network. Facebook and Instagram use their users' personal data in a manner that may not comply with data protection regulations, since insufficient information is provided about the use of the data. Éditions Synaphé is not liable for any damage you may incur as a result of the misuse of your personal data by Facebook.

Further information on handling customer data can be found in the separate data protection declaration.

The data protection declaration is an integral part of these terms and conditions.

Montreux, March 29 2024