

Terms of Conditions

1. Scope and Contracting Parties

These Terms and Conditions (T&C) apply to all contracts concluded via the webshop <https://timetraveller.world/shop> between the contracting parties listed below.

Contracting parties:

KALEIDOCRAFTed e.U.
Owner Robert Mrla
Anton-Baumgartner-Straße 44/C1/0305
1230 Vienna, Austria
E-mail: contact@kaleidocrafted.com
Company register number: FN 637497 x
hereinafter referred to as “the seller”

and consumers within the meaning of § 1 of the Austrian Consumer Protection Act (KSchG) with habitual residence in Austria or Germany, hereinafter referred to as “the customer” or “consumer”.

2. Conclusion of Contract

2.1. Product presentation

The presentation of products in the webshop does not constitute a binding offer but merely an invitation for the customer to submit an offer.

2.2. Customer order

By completing the order process, the customer submits a binding offer to conclude a purchase contract. The customer is bound by the order for two days from receipt of the order. The right of withdrawal remains unaffected.

2.3. Acceptance by the seller

A contract is only concluded when we accept the offer by:

- explicit order confirmation via e-mail, or
- dispatching the goods, or
- requesting payment after the order.

The automatic confirmation e-mail does not constitute acceptance.

3. Order Process and Technical Steps to Conclude the Contract

The order process in our webshop proceeds as follows:

1) Selection of the desired products and adding them to the shopping cart (the “Buy now” button leads directly to the cart).

2) Opening the cart and checking the product selection.

- 3) Clicking “Checkout” prompts the customer to enter billing and shipping address; at this stage, the T&C and the withdrawal policy must also be accepted.
- 4) Clicking “Next step” displays the complete order overview, including all entered data and the selected products. Here the customer can correct entries and, if applicable, select the shipping method.
- 5) Selection of the desired payment method.
- 6) By clicking the “Place order with obligation to pay” button, the customer submits a binding offer. The customer is then redirected to the chosen payment service provider (PayPal or Stripe) to complete the payment.

After submitting the order, the customer automatically receives an order confirmation e-mail. This confirmation does not constitute acceptance of the offer.

The contract is concluded only upon explicit acceptance of the offer by the seller (see “Conclusion of Contract”).

4. Identification and Correction of Input Errors

Prior to submitting the order, the customer may correct entries as follows:

- using the browser’s back function,
- by modifying the shopping cart,
- by editing the input fields during checkout.

Before submitting the binding order, all order details are displayed again on an overview page and can be corrected there. Missing or incorrect mandatory fields are automatically highlighted by the system.

5. Storage of the Contract Text

The contract text is stored internally but is not accessible online to the customer.

The customer receives all contractual information (order details, T&C, withdrawal information, statutory information) with the order confirmation by e-mail on a durable medium.

6. Contract Language

The contract language is German.

English-language content on the website, in e-mails, or in documents serves solely for convenience and does not constitute a contract language.

7. Delivery Area and Delivery Restrictions

We deliver exclusively to delivery addresses in Austria and Germany. Billing addresses may be located in any EU Member State.

Access to the webshop is not restricted and complies with the EU Geo-Blocking Regulation.

8. Prices and Shipping Costs

8.1. Prices

All prices are total prices pursuant to § 6 para. 1 item 27 of the Austrian VAT Act (small business regulation) and are displayed in euros without VAT.

Price errors reserved. If the correct price is higher, the customer will be contacted. A contract is concluded only if the customer agrees to the correct price.
If the correct price is lower, the lower price applies.

8.2. Shipping costs

Orders of €50 or more are shipped free of charge to Austria and Germany.
For orders below €50, the shipping costs are shown separately during checkout.

9. Payment Methods and Due Date

9.1. Payment methods

The following payment methods are accepted: credit cards, Apple Pay and Google Pay via Stripe, and PayPal.
No additional fees are charged for using these payment methods.

9.2. Due date

All payments are due immediately.
For instant payment methods, the customer undertakes to pay the total purchase price at the moment the order is placed. The customer is informed of the available payment methods immediately before completing the order.

10. Default Interest

Even if the customer is not at fault, we are entitled to charge default interest of 4% per year in the event of late payment.
Claims for additional proven interest damage remain unaffected.

11. Right of Withdrawal (Right of Revocation)

11.1. General

The Austrian term “Rücktrittsrecht” corresponds to the term “Widerrufsrecht” used in Germany and the EU Consumer Rights Directive.

We therefore use the equivalent term “Right of Withdrawal (Right of Revocation)”.

The statutory withdrawal information and the statutory model withdrawal form are provided to the customer:

- before the conclusion of the contract on the website, and
- after the conclusion of the contract on a durable medium (e-mail).

These statutory templates must not be altered.

11.2. Start and Duration of the Withdrawal Period

The withdrawal period is 14 calendar days.
It begins on the day on which the customer or a third party designated by the customer who is not the carrier takes possession of the goods. A shortening of this period is not permitted.

11.3. Consequences of Withdrawal

In the event of a valid withdrawal:

- The contract is rescinded.
- The customer must return the goods without delay.
- We refund all payments received from the customer, including standard delivery costs, no later than 14 days after receiving the withdrawal.
- The customer is liable for any diminished value only if it results from handling not necessary to establish the nature, characteristics, or functioning of the goods.
- Merely opening the packaging does not constitute a reduction in value.
- Necessary or beneficial expenses incurred by the customer on the goods will be reimbursed.

11.4. Return Costs

The customer bears the direct cost of returning the goods, provided the customer was informed of this before concluding the contract.

Only the actual postage may be charged. Processing or handling fees are not permitted.

11.5. Exceptions

The right of withdrawal does not apply to goods that:

- are made to the customer's specifications, or
- are clearly personalized (§ 18 para. 1 item 3 FAGG).

12. Warranty

Statutory warranty provisions apply.

For movable goods, the warranty period is two years from delivery.

If a defect appears within the first year, it is legally presumed that the defect already existed at delivery, unless incompatible with the nature of the goods or the defect.

The customer is entitled to the statutory remedies:

- repair or replacement as primary remedies,
- price reduction or contract termination if repair or replacement is impossible or unreasonable.

Warranty must be fulfilled at the consumer's place of residence. We bear all costs associated with warranty claims, including inspection, shipping, and transport costs.

Warranty claims or complaints can be directed to: support@timetraveller.world

13. Guarantee

We do not provide any guarantees beyond the statutory warranty. Any manufacturer warranties are indicated in the respective product descriptions.

Statutory warranty rights remain unaffected.

14. Compensation for Damages

Claims for damages against us are excluded unless:

- intent,
- gross negligence,

- personal injury,
 - claims under the Product Liability Act, or
 - other mandatory statutory liability cases
- are involved.

15. Shipping, Transport and Transfer of Risk

When goods are shipped to consumers, we bear the risk of loss or damage until the goods are delivered to the customer or to a person authorized to receive them (§ 7b KSchG).

If the goods are lost or damaged during transport, we bear the risk and will replace the goods or fulfill statutory warranty obligations.

The customer is not required to inspect the goods immediately after delivery or notify us of defects within any specific period. No duty to give notice of defects is agreed.

The risk transfers to the customer only if the customer is in default of acceptance (i.e., refuses to accept the properly offered goods).

16. Delivery Period

The binding delivery time is displayed on the respective product page.
For products in stock, the delivery time is generally 3–7 business days.

For instant payment methods (credit card, Apple Pay, Google Pay, PayPal), the delivery period begins on the day after the conclusion of the contract.

If the final day of the delivery period falls on a Saturday, Sunday or public holiday at the place of delivery, the next business day applies.

17. Retention of Title

The goods remain our property until full payment has been received.

The assertion of retention of title does not constitute withdrawal from the contract unless we expressly declare such withdrawal.

18. Place of Jurisdiction

For consumers, the mandatory statutory provisions apply:

- pursuant to § 14 KSchG, legal actions against consumers may only be brought before the courts of their residence, habitual residence, or place of employment;
- for cross-border consumer contracts, the Brussels Ia Regulation applies.

Jurisdiction clauses in favor of the seller are not permitted in consumer relationships.