

General Terms and Conditions

1. Introduction

These General Terms and Conditions ("Terms") govern the use of <http://eshop.totalswiss.com.sg> (the "Service") provided by Total Swiss Biotechnology Pte Ltd to its users ("you" or "User"). By accessing or using the Service, you agree to comply with these Terms.

2. Definitions

- **Service:** The services provided by Total Swiss Biotechnology Pte Ltd through <http://eshop.totalswiss.com.sg>
- **User:** Any individual or entity using the Service.
- **Content:** Any data, design, logo, images, products, pricing, information, or materials shared on the Service.

3. Acceptance of Terms

By accessing or using the Service, you accept and agree to these Terms. If you do not agree, you must discontinue use of the Service.

4. Changes to the Terms

Total Swiss Biotechnology Pte Ltd reserves the right to modify these Terms at any time. Any changes will be posted on the website and become effective immediately upon posting. Continued use of the Service after changes have been posted will constitute acceptance of the updated Terms.

5. User Obligations

- **Account Registration:** Users may be required to register an account to access certain features. You agree to provide accurate and current information and maintain the confidentiality of your login details.
- **Prohibited Conduct:** Users must not engage in illegal activities, misuse the Service, or infringe upon the rights of others.

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6. Product Descriptions and Pricing

We strive to ensure that all products listed on our website are described accurately and priced correctly. However, we do not guarantee that the descriptions, prices, or other content available on the website are error-free. We reserve the right to correct any errors, inaccuracies, or omissions and to change or update information at any time without prior notice.

7. Orders and Payments

a) Order Acceptance:

We reserved the right to reject, refuse and/or cancel any order for certain reasons, including errors in product or pricing information or limitations on quantities available for purchase at the point of time.

b) Payment Terms:

All orders must be prepaid. Accepted payment methods include Paynow, Enets, Master and Visa cards. By submitting and made payment for an order you have placed, you authorize us to charge your prefer payment method with the total amount of the order, including GST and shipping fees.

8. Shipping and Delivery

We will make every effort to deliver your order within the estimated time frame provided during checkout. However, we do not guarantee delivery dates, and we are not responsible for any delays caused by third-party courier vendors.

9. Intellectual Property

- All Intellectual Property (IP) rights in the Service, including content, trademarks, logos, design, products are owned by Total Swiss Biotechnology Pte Ltd and/or its licensors.

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Unauthorized use of Intellectual Property (IP) for user's sales & marketing purpose is prohibited.

10. Indemnification

You agree to indemnify and hold harmless to Total Swiss Biotechnology Pte Ltd and its, directors, employees, suppliers & vendors from and against any claims, damages, liabilities, costs, or expenses arising from your use of the website, violation of these terms, or violation of any rights of another parties.

11. Limitation of Liability

To the fullest extent permitted by law, Total Swiss Biotechnology Pte Ltd will not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly, or any loss of data, use, or other intangible losses, resulting from:

- Your use and/or inability to use the website.
- Unauthorized access and/or use of our servers.
- Any bugs, viruses, or other harmful software.

12. Privacy Policy

Your privacy is important to us. Please refer to our Privacy Policy for information on how we collect, use, and protect your data.

13. Governing Law

These Terms are governed by the laws of Singapore. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts in Singapore.

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14. Contact Information

For any questions regarding these Terms, you can contact us at:

- Email: customerservice@totalswiss.com.sg
- Address: 146B Paya Lebar Road, Ace Building #04-01 Singapore 409017

Updates to this Terms and Conditions

- Last Update: 13 September 2024