

Service Information and our Terms and Conditions

Who we are:

anamed edition, Schafweide 77, D- 71364 Winnenden, registered as a business on 6th May 1996, company number 78104914.

Director: Dr. Hans-Martin Hirt

VAT ID: DE178995322

Our delivery service / forwarding expenses:

Your **delivery** is carried out as soon as possible. Our full-time job is development cooperation abroad. Therefore we pack once a week, usually on Monday morning. Please calculate with a delivery time of 7 days (Germany), 14 days (Europe), 2 months (worldwide). Please do not make “last minute orders”.

Forwarding expenses:

In Germany: € 5.

In Europe (without Switzerland): at a value of goods up to € 100: € 10, if more than €100: €20

Worldwide and Switzerland: at a value of goods up to € 100: € 20, if more than € 100: € 30.

Minimum order value in Germany and Europe: per order: € 20,- plus respective forwarding expenses

Worldwide: € 50.

On demand we send a pro forma invoice.

Developing countries: To make your orders as cheap and easy as possible you can get many of our items (not: Artemisia tea, seeds, starter kit) on-site in developing countries. You can pick them up there (not via postal item). For the addresses visit www.anamed.net

Delivery: The delivery is generally done by Deutsche Post AG (DHL).

Your order:

You have the possibility to select and order items on our website. On demand we also send you our order list by email or post. By ordering you accept the shown prices and our terms and conditions. Other terms are valid only if we have explicitly agreed to them. The contract with us is only concluded when we confirm your order by sending the goods. Please understand that we can only deliver if we have the product in stock.

Please send any orders basically by post, [order form](#), or [email](#) (no fax). Questions and feedbacks should preferably be sent via email. Your email will be confirmed within two days.

Please only telephone:

- a) in urgent cases
- b) if you have no access to a computer
- c) if you haven't got an answer to your email after 2 days.

Please phone only during usual office hours, so please do not phone on weekends. Thank you!

Our Prices:

Our prices include the legal VAT and remain valid until publication of the next offer. The prices are carried out in all conscience. If our offer anyhow would contain a fault, e.g. due to a mistake, clerical or calculation error, we reserve the right to charge the correct price. In this case, we of course give you an immediate right of withdrawal if you do not agree with it.

Your Quantity Discount:

On the price list you can see the reduced prices for orders of 5 or 50 articles of the same order number. For larger quantities please request a price proposal.

How to pay?

For first time customers, we reserve a prepayment, as well as for all international orders in principle. Please only pay after receipt of the invoice. Otherwise (and credit-worthiness preconditioned), we add the bill to the delivery.

Please pay the invoice immediately after receiving the goods.

Reservation of proprietary rights:

Until full payment the goods remain our property.

Right of Revocation:

Right of withdrawal: You can cancel the contract in written form (e.g. letter, fax, email) without giving reasons within two weeks or by returning the goods. Herbal packs cannot be returned. The period of time begins at the earliest on the day following the receipt of the notice and not before the date of your receipt of the items. To ensure the withdrawal period it is sufficient to send the revocation or items on time. The revocation must be sent to:
anamed edition, Schafweide 77, 71364 Winnenden.

Withdrawal consequences: In the case of an effective revocation, the already received services and any benefits enjoyed (e.g. interests) have to be returned. If you could not return the service received totally or partially, or if you return them only in deteriorated condition, you will be obliged to pay compensation. With the surrender of goods this does not apply if the deterioration of the items would solely be linked to an examination, which is usually possible if you buy in the store. In addition, you can avoid the obligation to pay compensation by not using the goods as your property and avoid anything that could reduce its value. You have to bear the costs of return if the delivered goods correspond to the ordered ones and if the price of the goods to be returned does not exceed an amount of € 40.00 or if you at a higher price of the items and at the time of the cancellation didn't reciprocate yet or if you didn't make a contractually agreed partial payment. Otherwise, the return is free for you. The obligation to reimburse payments must be realized within 30 days of the dispatch of the revocation. End of right of revocation.

What else is important?

Privacy: Your personal data are in good hands. As a basic conviction we never provide other companies with your addresses or personal data. Our privacy practices are in accordance with the Federal Data Protection Act (BDSG) and the Teleservices Data Protection Act.

Price changes as well as errors spoken and written reserved.

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Indication to the herbs: Herbs with a therapeutic effect have to be stored carefully and out of the reach of children. Herbs with active pharmaceutical ingredients can also have unwanted effects. Insofar as application methods and preparation instruction are given, those originate from the literature and serve exclusively for research issue. They are not to be understood as behavior instruction; relevant is only the instruction of the doctor. For the use without the doctor's instruction we don't assume liability. Therefore we recommend using herbs for prevention or treatment only correspondent to the doctor's or alternative practitioner's instruction. We cannot overtake a guarantee or liability for effectiveness nor for misuse.

Complaints and Jurisdiction:

For complaints or problems, please contact us at any time:

anamed edition, Schafweide 77, 71364 Winnenden, Tel. 07195-910225

Place of performance and jurisdiction is Waiblingen/Rems-Murr Kreis.

Legal effectiveness:

If any provisions of these Terms and Conditions are invalid, this shall not affect the validity of the remaining provisions and that of the entire legal transaction.