



GENERAL INFORMATION

The online store is operated by INTERHOCKEY AG, headquartered in Kirchberg, BE. The sale and delivery of goods and products that can be ordered through the online store are governed exclusively by these General Terms and Conditions (GTC).

TERMS AND CONDITIONS

The website <https://www.interhockey.ch> is owned by INTERHOCKEY AG. The General Terms and Conditions of Sale apply to all orders placed on this website. By confirming an order, customers accept the applicable terms and conditions.

TERMS OF SALE FOR ONLINE PURCHASES

The terms of sale may be amended at any time without prior notice. They are available for review on our website at all times. The provider ensures that the information on the website is up to date at all times. However, no guarantee can be given regarding technical errors or the completeness and accuracy of all pages on this site. Consequently, the provider cannot be held liable for any such issues.

PRICES

The prices listed on the website <https://www.interhockey.ch> are in Swiss francs (CHF), include statutory value-added tax (VAT), and exclude other cost components (postage, packaging). The exact Versandkosten will be displayed to the customer during the ordering process.

Please note that the sale of goods via the online store is available exclusively within Switzerland.

The provider reserves the right to change prices at any time. The prices published on the website <https://www.interhockey.ch> on the order date apply to customers. Invoices must be paid in Swiss francs. Credit card transactions will also be charged in Swiss francs.

ORDERS

Orders are placed via the website <https://www.interhockey.ch>. The customer confirms their order after selecting a payment method and thereby accepts the applicable ordering terms and conditions.

The provider reserves the right to limit available quantities in the event of a sell-out. The provider may also refuse, correct, or cancel an order at any time without stating a reason.

RETURNS AND REFUNDS

The customer may return incorrectly ordered merchandise at their own expense within ten days of the delivery date. The return must be made in writing or by returning the delivered merchandise. The items must be returned unused, undamaged, and in their original packaging. Please include a copy of the delivery slip with each return.

Provided these conditions are met, the seller will refund the purchase price of the returned items. Versandkosten already incurred will not be refunded. Cash refunds are not permitted.

Items marked as "Clearance" are excluded from exchanges and returns. The purchase price for these items will also not be refunded.



Also excluded from returns and exchanges are custom-made, personalized, or printed items. These include, in particular, items from club collections as well as products that have been customized according to customer specifications with names, numbers, logos, sponsor imprints, or other individual markings.

DELIVERY

The ordered merchandise will be delivered to the shipping address provided by the customer. Unless otherwise specified in the offer, the ordered items will be delivered within ten business days. Delivery of the merchandise is made within Switzerland and Liechtenstein at the customer's expense and risk.

The availability of items is indicated on the respective product page. Partial deliveries are not made; the order will be shipped as soon as all ordered items are available.

Packages are delivered by our shipping provider. Direct pickup at a store is not possible.

In the event of delayed deliveries, there is no right of withdrawal or entitlement to a replacement. The customer is responsible for inspecting the goods immediately upon delivery and checking for any defects. The inspection must verify the item number, quantity, quality, and conformity with the order. No complaints will be accepted after a period of ten business days from the delivery date.

PAYMENT TERMS

All prices are quoted in Swiss francs and include the applicable statutory value-added tax. Invoices must be paid immediately upon placing the order using one of the payment methods we accept. Orders and deliveries via Nachnahme are not permitted.

Purchase on Account with Installment Option (POWERPAY)

MF Group / POWERPAY, as an external payment service provider, offers the "Purchase on Account" payment method. With the individual invoice, you can easily pay for your online purchase by invoice. If you do not make a payment within the specified timeframe, you will receive a monthly invoice with an order summary the following month.

Upon conclusion of the purchase agreement, POWERPAY assumes the resulting invoice receivable and handles the corresponding payment arrangements. When purchasing on account, you agree to POWERPAY's Terms and Conditions in addition to our own. (powerpay.ch/de/agb).

WARRANTY

Since INTERHOCKEY AG does not manufacture the delivered products itself, it has no influence over their functionality or the warranty provided by the manufacturers. The seller warrants that the goods conform to the promised characteristics, are free from defects that impair their value or suitability for the intended use, and meet the prescribed performance standards and specifications.

The warranty does not cover defects for which neither the manufacturer nor INTERHOCKEY AG is responsible, in particular those resulting from improper use, normal wear and tear, lack of care or maintenance, damage caused by natural forces, or similar reasons. The manufacturer's warranty covers only correct use and the intended application.

Any warranty claims must be submitted with the original invoice. Depending on the provider's assessment and judgment, the product may be replaced with an equivalent item.



The colors of the products shown on the website <https://www.interhockey.ch> may differ from the actual product colors.

Important: Please be sure to keep the original receipt. Without a proof of purchase, you cannot assert any warranty or guarantee claims.

12. Composite Warranty and Guarantee Terms

We generally do not provide a warranty for composite poles, shafts, and blades.

Usage and Product Characteristics.

We expressly point out that composite sticks, shafts, and blades, as well as all other hockey sticks, are items subject to wear and tear and are consumable goods.

During training and games, these products are subject to typical stresses associated with the sport of ice hockey, such as partial damage caused by skates, stick hits (especially during faceoffs), and jamming against the boards and in the goal area. Wear and fatigue fractures resulting from intensive use are not unusual and are typical consequences of such use. The aforementioned wear and tear can occur at any time, even during initial use, and does not constitute a defect.

Furthermore, every composite stick and shaft has a predetermined breaking point at which it is designed to break—for safety reasons and to prevent injury to teammates—when the forces acting on it exceed a certain threshold. A break in the hockey stick or shaft at the predetermined breaking point is an intentional feature of this product and therefore does not constitute a defect or the result of a manufacturing defect.

Handling and Use: Composite sticks, shafts, and blades are not suitable for treatment with Bunsen burners, planes, files, grinders, sandpaper, or similar tools. In particular, these products are not intended to be modified from their factory-specified shape. When replacing a blade, at least 3–4 hours must elapse before the next use to allow the carbon fiber to cool completely and achieve the required strength.

Warranty and Liability

No warranty or liability claims shall therefore apply, in particular, to damage or breakage caused by normal use during play. Nor do such claims apply in cases of improper use or handling. In the event of a valid warranty or guarantee claim (material defect in the composite product itself), the following procedure applies: The defect must be reported to the respective supplier, dealer, or sales representative, accompanied by the physical presentation of the defective product, which must in all cases be identifiable as a single item. The buyer or purchaser must provide evidence that the issue is a genuine defect and, in particular, not a case as described above.

In addition, please note the following:

- Composite products will be replaced only once.
- Any liability for consequential damages is excluded as described.
- Any warranty claim becomes void in the event of improper handling or corresponding negligence.
- Composite sticks, shafts, and blades are sold and delivered exclusively under the conditions stated above.

No warranty claim can be filed without proof of purchase, a sales receipt, or if the product is registered in Interhockey's point-of-sale system.

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PRIVACY

The website <https://www.interhockey.ch> can be visited anonymously. For orders and inquiries, personal information such as last name, first name, email address, and mailing address must be provided.

This information is used solely for your personal account; it is intended for direct communication between the customer and the provider and relates only to your order and any inquiries you may have. The information will be treated confidentially.

Important: The provider does not store or manage credit card information. When placing an order on the website <https://www.interhockey.ch>, the necessary information is exchanged between our transaction processors and your bank via a secure channel. The website provider does not have access to your confidential credit card information.

However, we expressly point out that the transmission of data over the Internet—such as via email—may involve security vulnerabilities. Therefore, complete protection of the data against access by third parties cannot be guaranteed.

JURISDICTION AND GOVERNING LAW

Swiss law applies exclusively. The place of jurisdiction is Burgdorf.
