

# **Terms & Conditions (T&Cs) – Oceanstore Design (for MOM)**

## **1. Company information**

Oceanstore Design / Staudinger+Franke GmbH  
Josef-Endlweber-Gasse 2a, 1230 Vienna, Austria  
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Email: [orders@oceanstoredesign.com](mailto:orders@oceanstoredesign.com)  
Phone: +43 699 12009166

## **2. Scope**

These Terms & Conditions apply to all sales of products offered by Oceanstore Design via the MOM platform. By placing an order, the buyer accepts these Terms & Conditions.

## **3. Products**

All products are handcrafted porcelain objects, made within the European Union in cooperation with selected artisan workshops. Since each piece is handmade, slight variations in size, color, and finish may occur. These do not constitute defects but are part of the unique character of each product.

## **4. Prices and payment**

All prices are quoted in EUR net of VAT.

For orders within the European Union with a valid VAT number, invoices are issued without VAT under the reverse charge mechanism.

Payment is made exclusively via the MOM platform and its integrated payment service providers. An order is only considered confirmed once payment has been successfully received.

## **5. Shipping and delivery**

Delivery is made from Vienna, Austria. Unless otherwise stated in the order confirmation, the standard delivery time is 2–4 weeks from order confirmation and receipt of payment.

As our products are handmade in small series, delivery times may vary depending on availability and production capacity.

Partial deliveries are permitted if reasonable for the buyer. Shipping costs are borne by the buyer unless otherwise agreed. Risk passes to the buyer upon handover to the carrier in commercial transactions. Any customs duties or import taxes for deliveries outside the EU are borne by the buyer.

## **6. Returns and complaints**

As MOM is a B2B platform, there is no statutory right of withdrawal. Complaints regarding defects must be submitted in writing within 7 days of receipt of the goods. In the case of justified defects, Oceanstore Design will, at its discretion, provide repair, replacement, or a refund of the purchase price.

## **7. Liability**

Oceanstore Design is not liable for delivery delays caused by carriers, force majeure, or other circumstances beyond our reasonable control. Liability for defective products is limited to repair, replacement, or refund of the purchase price.

## **8. Intellectual property**

All designs, images, and texts remain the intellectual property of Oceanstore Design. They may not be reproduced, distributed, or used without prior written consent.

## **9. Governing law and jurisdiction**

These Terms & Conditions are governed by Austrian law. The competent courts of Vienna shall have jurisdiction, unless mandatory provisions of international private law provide otherwise.

## **10. Contact**

For any questions regarding these Terms & Conditions or your order, please contact us at [orders@oceanstoredesign.com](mailto:orders@oceanstoredesign.com).