



Terms and Conditions

Privacy

Represented by the Montabaco SA Company, Tabashop guarantees that, in accordance with the personal data protection law, all information regarding our customers is kept strictly confidential. The data collected will only be used for business purposes (event invitations, newsletters, product information) and will under no circumstances be disclosed to third parties.

Quality of the merchandise

All our boxes are checked before shipping. They are packed hermetically in order to guarantee a constant humidity level during transport.

Delivery fees

The delivery fees for Switzerland are fixed at CHF 12.00. Shipping is free for any order over CHF 200.-. For other countries, shipping fees are calculated regarding the current rates. All orders are sent by registered post. On express request of the buyer, Tabashop will provide details of the tracking of the package. Taxes may be added by customs upon entry of the merchandise into the country of destination. These taxes are the responsibility of the recipient.

Important : we do not deliver Cuban cigars to the United States of America.

Delivery

For Switzerland: 48 hours*

For Europe: 3 to 6 open days* *

Only applies if the merchandise is in stock.

Payment and prices shown

All our prices are in Swiss Francs and include 8% VAT. We guarantee our customers a totally secure payment system. We accept Visa, MasterCard, American Express and PayPal.

Customer Responsibility

The customer is responsible for the delivered goods from the moment the delivery note has been signed, even if the delivery is made at a different location than the billing address. In addition, the customer agrees to comply with the laws regarding import and export within his/her country of residence. Therefore, you certify that you do not live in or are a resident (temporary or permanent) of a country where the exportation and importation of tobacco is prohibited in any way.

Returns and refunds

In the situation where a customer is not satisfied by the merchandise, the goods must be sent back within 7 days. The merchandise must be sent back undamaged, in its original packaging. The buyer is responsible for paying the shipping fees. If merchandise was sent by accident or if extra merchandise was sent, it must be sent back within 7 days. In these situations, the shipping fees are the responsibility of the Montabaco SA Company.

The buyer will be refunded after the merchandise has been received and checked. If the merchandise was damaged during transport, it is the buyer's responsibility to take up the matter with the postal service. For all matters not mentioned in these terms and conditions, the Swiss Code of Obligations is applied.

Place of jurisdiction

The place of jurisdiction is Montreux (VD) in Switzerland.

Tobacco consumption law

Cigars are available only to person at least 18.