

Terms and Conditions

Revision 1.0, May 9, 2024.

Terms and Conditions of the Dreamcasters Shack e.U. ("Dreamcaster's Shack", "I")

1. Scope of this Terms and Conditions

These Terms and Conditions govern your use of all services provided on "dreamcasters-shack.com" ("the website") and all purchases made through it. The Terms and Conditions always apply in the version that is currently provided via the website, or, in the case of purchases, in the version that was provided at the time of your purchase.

1.1. -

The offer of goods and services is not directed towards people under the age of 18 or the age of majority in their place of residence. By accessing the website, making purchases or otherwise using provided services you represent that you are at least 18 years old, or the age of majority in your place of residence.

1.2. -

Austrian law applies for all contracts of purchase. The laws present in your current location, if outside of Austria, are not considered. If these terms and conditions would violate any legal requirements under the jurisdiction of your place of residence, you agree to not use any services provided on the website.

1.3. -

The current terms and conditions are available for download here: <https://dreamcasters-shack.com/terms>

1.4. -

The language used in all contracts is English.

2. Conclusion of purchase contract

2.1. -

Customers submit a contract offer for products listed publicly on the website, by clicking the "Pay and Complete Order" button. Dreamcaster's Shack will confirm receipt of the order by email, but this confirmation does not yet constitute acceptance of the contract offer. After manually reviewing the order, Dreamcaster's Shack will send an order acceptance by email within a week, thus

concluding the contract.

2.2. -

When a customer wants a product to be created to their specifications (e.g via a “commision” or “customisation”), Dreamcaster’s Shack will, after discussing the details with the customer via email or other means of communication, send a link to a personalised product listing to the customer. The customer can then proceed to create a contract offer for that product by clicking the “Pay and Complete Order” button. Dreamcaster’s Shack will confirm receipt of the order by email, but this confirmation does not yet constitute acceptance of the contract offer. After manually reviewing the order, Dreamcaster’s Shack will send an order acceptance by email within a week, thus concluding the contract.

2.3. -

If after concluding the contract, you realise a mistake in the shipping or contact data you provided, please send a correctional e-mail at team@dreamcastersshack.com

3. Prices

Dreamcaster’s Shack reserves the right to modify the prices and shipping costs listed on the website at any time.

Prices apply as shown on the website at the time of the contract and do not include shipping costs, which are calculated at the checkout after entering the desired shipping address.

4. Payment methods

Dreamcaster’s Shack only accepts payments via PayPal. Depending on Paypal’s offers in the customer’s region a paypal account may be required to make a purchase. Further information about which Payment Methods are offered by PayPal can be found on their website: <https://www.paypal.com>

During the checkout process, PayPal may authorize Dreamcaster’s Shack to collect funds from the customer’s chosen means of payment, amounting to more than the order price, which was previously shown in the cart. This is to account for shipping costs which are calculated at a later stage of the checkout process. Before finalizing the Payment, the final order price, including shipping costs, will be shown to the customer, who can then complete the payment by clicking the button labelled “Pay and Complete Order”, upon which the final order price will be collected from the customer’s chosen means of payment.

Please also be aware of PayPal’s Terms and Conditions and Privacy Policy which apply to paypal’s sites in certain stages during the checkout process.

5. Shipping and Retention of Title

5.1. -

Unless otherwise stated, your product will be shipped to the address you provide during the checkout process.

5.2. -

Shipping costs vary by country and are listed on our Shipping Page <https://dreamcasters-shack.com/shipping>. Additional costs and customs for the buyer may apply in some countries. These will be paid by the buyer.

5.3. -

The product will only be sent after I have received full payment and will until then remain our property.

5.4. -

Finished products will usually be shipped within one to two weeks after purchase.

5.5. -

Customised products will be produced as soon as the contract of purchase is concluded. Production usually takes one to two weeks. In case the product cannot be finished within this time frame, you will be informed via e-mail about the new estimated time. We will always try to provide your item as soon as possible, however, availability of material and staff can not be guaranteed at all times.

5.6. -

The arrival of the shipment varies by country and can in some cases take up to multiple months.

5.7. -

As buyer, you have to accept the delivered package, therefore you have to take any extra costs that come with unsuccessful delivery attempts.

6. Right of withdrawal

6.1. -

When purchasing a finished product you have the right to withdraw from the contract and send the

product back within 14 days from the day it arrived and been accepted at the address you provided. There is no need to state a reason for withdrawal from the contract. To make use of your right to withdraw, you can send an email to team@dreamcasters-shack.com including the details or fill out the provided form and send or mail it to us: https://dreamcasters-shack.com/legal/withdrawal_form.odt

6.2. -

When purchasing a product which was partially or completely created to your specifications you have no right of withdrawal.

6.3. -

In case of withdrawal, your money will be refunded as soon as the product has been sent back to the seller and either arrived or has been confirmed by a shipping confirmation. All payments you made in accordance with the purchase contract will be refunded (including the agreed upon shipping costs). Extra costs that were not included in the purchase contract will not be refunded.

6.4. -

You have to immediately send the item back to the Dreamcasters Shack e.U, Freindorferstraße 6, 4052 Ansfelden, Austria, within 14 days of announcing your withdrawal.

7. Warranty

7.1. -

You have a right of warranty in accordance with the austrian warranty law [§ 923ff ABGB](#).

7.2. -

Warranty accounts for damage on the product that already has been existing at the arrival of the package.

7.3. -

If you notice damage that without a doubt been caused by transportation issues, please complain to the transportation company and inform us about the damage. This will help us solve the issue faster.

7.4. -

Warranty does not apply for damages that have occurred after arrival such as damages caused by careless handling or natural wear and tear. Please check your product as soon as it arrives.

8. Alternative dispute resolution

The Commission of European Community has provided alternative options of resolving legal issues without the need to start a court case. These ways of resolution can be found under this link: <http://ec.europa.eu/consumers/odr>