

Terms and Conditions

Effective Date: 15 June 2026

1. Seller Information

KONYSSA

Andrea Kónya-Kiss

c/o F2BII E-Commerce#999

Hintergoldingerstrasse 30

8638 Goldingen

Switzerland

E-mail: konyssa@konyssa.com

Website: www.konyssa.com

The operator of this online shop and seller of the products offered is Andrea Kónya-Kiss.

2. Subject Matter of the Contract

The online shop offers handcrafted jewellery produced in small batches as well as custom-made jewellery.

As all jewellery pieces are handmade, minor variations from the product photographs may occur.

Due to the characteristics of natural gemstones, enamelled surfaces and handcrafted workmanship, each piece is unique.

Variations in shape, size, surface finish or colour are inherent to handcrafted production and do not constitute defects.

3. Formation of the Contract

By submitting an order, the customer makes a binding offer to purchase.

The contract is concluded when the seller confirms the order.

The seller reserves the right to reject orders, particularly in cases of technical errors, lack of availability or obvious pricing mistakes.

4. Prices

All prices are stated in Swiss Francs (CHF).

The prices published at the time of the order shall apply.

The seller reserves the right to change prices at any time.

5. Payment Methods

The following payment methods are available:

- TWINT
- Bank transfer
- Other payment methods displayed during the ordering process

Products will be shipped after payment has been received.

6. Shipping

The online shop primarily delivers within Switzerland.

Shipments within Switzerland are made via Swiss Post.

Products in stock are generally dispatched within 2–6 business days after receipt of payment.

For custom-made or made-to-order items, production may take up to 30 business days.

The applicable delivery time is stated on the product page or agreed individually with the customer.

Shipping to other countries may be arranged on an individual basis. Customers wishing to place an international order are requested to contact the seller by e-mail before placing their order.

Any shipping costs, customs duties, import charges and country-specific taxes are the responsibility of the buyer.

7. Returns

The customer may withdraw from the purchase within 14 days of receiving the product.

The cost of returning the product shall be borne by the customer.

Returned products must be unused, undamaged and returned in their original packaging.

Refunds will be processed after receipt and inspection of the returned product.

8. Custom Orders

Custom-made or personalised jewellery is excluded from the right of withdrawal and return.

Any deposit required for a custom order shall be agreed individually.

The specifications and details of the custom order shall be agreed separately between the customer and the seller.

9. Warranty

The customer is required to inspect the product upon receipt and notify the seller of any apparent defects within a reasonable period of time.

Manufacturing defects may be reported within 24 months of receipt of the product.

After reviewing the reported defect, the seller may, at her sole discretion, provide a repair, replacement, partial refund or full refund of the purchase price.

The following shall not be regarded as defects:

- minor variations resulting from handcrafted production;
- natural oxidation of precious metals;
- normal wear and tear or scratches;

- natural ageing of the jewellery.

Silver and other precious metals may naturally oxidise over time and their appearance or shine may change. This is considered a natural process and does not constitute a defect.

The warranty does not cover loss, accidental damage or improper use.

10. Material Sensitivities

The jewellery is made from precious metals and other materials commonly used in jewellery production.

The seller accepts no liability for individual metal allergies, skin sensitivities or other personal reactions to the materials used.

11. Liability

The seller shall not be liable for damage resulting from improper use of the products.

12. Copyright

All texts, photographs, graphics, jewellery designs and other content published on this website are protected by copyright.

Any reproduction, use or distribution is prohibited without the seller's prior written consent.

13. Applicable Law and Jurisdiction

All legal relationships shall be governed exclusively by Swiss law.

The parties shall endeavour to resolve any disputes amicably.

The courts of Zurich, Switzerland, shall have exclusive jurisdiction over any disputes arising from these Terms and Conditions.