Order process at www.flammentopf.at

1. Click on the menu item "Shop" to access the product selection of our store.

2. Once you select the desired product, you can add it to your cart without obligation by clicking the button [In den Warenkorb] (Add to Cart).

3. You can view the contents of your cart without commitment to buy at any time by clicking the button [Cart Contents]. You now have the ability to remove individual items or to change the quantity. The cart will always update the total of your selection including VAT.

4. Once you are ready to buy the products in your cart, click the button [Kasse] (Checkout). Please then enter your personal information. If this is your first order, you need to register as a "New Customer". For subsequent orders, you only need to enter the user information (username and password) given to you when you initially registered. Your data will be encrypted.

5. Now select your desired shipping address. The updated shipping costs will be displayed. Please note that shipping costs are only calculated automatically for deliveries to Austria and Germany. To request shipping costs to other countries, please contact us at info@flammentopf.at.

6. In the next step, please select your preferred payment method. Available payment methods are PayPal and payment before delivery (bank transfer).

7. After this you will receive an overview of your order. Please re-check your entries.

8. We kindly ask you to read our cancellation terms and general terms and conditions. When you have agreed to them by clicking the corresponding checkboxes, you can complete the order process by clicking the button [Zahlungspflichtig bestellen] (Confirm Order).

9. After a few minutes, you will receive our automatically generated order confirmation email. Please print and keep this email for your information.