

EANM's 40th Anniversary Merchandise:

Terms & Conditions

1. Data Protection

- By placing an order, you acknowledge that EANM complies with international data protection regulations.
- You agree that the personal data provided in the order form may be processed by EANM and relevant service providers for the purposes of handling your order, managing event logistics, and facilitating communication.
- Your shipping and payment data will not be stored beyond the delivery of the purchased goods.

2. Ordering Merchandise

- All orders must be placed via the official EANM online store between **May 13, 2025 and August 17, 2025**.
- You may order multiple items. Please note that in case of limited stock, EANM reserves the right to limit quantities per customer.
- All orders must be placed and paid for in advance. It will not be possible to purchase items or pay for them onsite during the congress.

3. Cancellation, Refunds & Exchanges

- All orders are **final**. No cancellations, refunds, or exchanges will be possible.
- Please double-check the size, colour, and item selection before submitting your order.
- EANM cannot exchange merchandise due to incorrect sizing or personal preference.
- If an item is found to be defective upon pickup, the customer must report it before the end of the congress on October 8, 2025. Please send an e-mail with supporting photos to registration@eanm.org, or pass by the EANM Office in the congress centre. Requests submitted after the congress will not be considered.

4. Merchandise Pick-Up

a. In-Person Congress Participants

- After placing your order, you will receive a **QR code by e-mail** confirming your purchase.
- Orders can be picked up at the dedicated collection point at the EANM'25 congress in Barcelona (Spain), between **October 4–8, 2025**.
- To collect your items, please bring your QR code and a valid photo ID.
- Detailed pickup instructions will be shared by the EANM Executive Office via e-mail shortly before the congress.

b. Online Congress Participants & Non-Attendees

- EANM will not ship any merchandise, and no exception will be made.
- All items must be collected onsite during the congress dates.
- If you are not attending in person, it is your responsibility to arrange for someone else to collect your order.
- If a colleague is picking up on your behalf, please send an e-mail to registration@eanm.org with:
 - Your name
 - The name of the person collecting
- Please ensure that the person who will pick up your order brings a copy of your **QR code** and **their own ID** to the pickup point.

c. Policy for non-collected items

- Uncollected items will not be refunded and cannot be shipped.
- No reimbursement will be possible.

5. Payment

a. Credit Card Payment

All payments must be made in **Euros (€) by credit card**. Please note the following:

- Only **Visa** and **MasterCard** are accepted.
- **Diners Club** and **American Express** are **not** accepted.
- Confirmation will be sent upon successful payment.

b. Late Orders / On-Site Purchases

- Late orders will not be accepted.
- No on-site purchases or payments will be possible at the congress.

6. Liability

- EANM works with external providers to produce and deliver merchandise. EANM is not responsible for any production delays, defects, or technical issues.
- EANM also accepts no liability for the loss or damage of items. Any transport or service provider retains their own liability as defined in their agreements.

7. Disclaimer

- EANM accepts no responsibility for changes due to events beyond its control, including force majeure (e.g., natural disasters, governmental restrictions, war, civil unrest).

- If the congress is **postponed**, all merchandise orders will be transferred to the new dates.
- If the congress is **cancelled**, a refund may be issued, or merchandise may be made available for pickup in Vienna at a later date, subject to availability and prior arrangement.

8. Contact

For any questions or concerns regarding your order, please contact the EANM Executive Office at registration@eanm.org.

9. Acceptance of Terms

By placing an order, you confirm that you have read and accepted these Terms & Conditions.