

# **GENERAL TERMS AND CONDITIONS OF BUSINESS OF THE ONLINE SHOP RAUTENBERGTECH**

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## **1. General**

All services provided by the online shop for the customer are exclusively based on the following general terms and conditions. Deviating regulations only apply if they have been individually agreed between the online shop and the customer.

## **2. Conclusion of contract**

2.1 The offers of the online shop on the Internet represent a non-binding invitation to the customer to order goods in the online shop.

2.2 By ordering the desired goods on the Internet, the customer makes a binding offer upon the conclusion of a purchase agreement.

2.3 The online shop will confirm receipt of the order immediately, no later than 24 hours after receipt of the order. The order confirmation and the receipt of a telephone order do not constitute a legal acceptance on our part. We only accept the offer when we ship the goods to you. You will receive a written shipping confirmation by email within 7 days. However, the customer is bound to his offer for a maximum of 14 days.

NOTE: There are a variety of ways that a contract can be formed over the Internet. You should precisely document the technical steps that lead to the conclusion of the contract. At the same time, you should inform the customer whether the text of the contract will be saved and how the text of the contract can be called up if necessary.

2.4 The subject of the contract is the goods ordered by the customer. With regard to the condition, the Description of the offer, otherwise § 434 paragraph 1 sentence 3 BGB applies.

## **3. Cancellation policy**

### **right of withdrawal**

You have the right to withdraw from this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day on which you or a third party named by you who is not the carrier took possession of the goods. In order to exercise your right of withdrawal, you must inform us

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by means of a clear statement (e.g. a letter sent by post or an e-mail) of your decision to withdraw from this contract. You can use the attached sample cancellation form for this, but it is not mandatory.

You can also electronically fill out and submit the model cancellation form or any other clear declaration on our website [insert Internet address].

If you make use of this option, we will immediately (e.g. by e-mail) send you confirmation of receipt of such a revocation.

To meet the cancellation deadline, it is sufficient for you to send the communication regarding your exercise of the right of cancellation before the cancellation period has expired.

#### **Consequences of revocation**

If you revoke this contract, we have paid you all payments that we have received from you, including the delivery costs (with the exception of the additional costs resulting from the fact that you have chosen a different type of delivery than the cheapest standard delivery offered by us have), immediately and at the latest within fourteen days from the day on which we received the notification of your cancellation of this contract. For this repayment, we use the same means of payment that you used in the original transaction, unless something else was expressly agreed with you; under no circumstances will you be charged fees for this repayment.

We may refuse repayment until we have received the returned goods or until you have provided proof that you have returned the goods, whichever is earlier.

You must return or hand over the goods to us immediately and in any case no later than fourteen days from the day on which you inform us of the cancellation of this contract. The deadline is met when you receive the goods

before

at the end of the fourteen-day period.

We bear the costs of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

#### **4. Delivery**

4.1 All items offered are not stock items. Each item will be post  
Order made exclusively for you.

Delivery only in Germany.

4.2 The delivery time within Germany is a maximum of 14 working days, unless otherwise stated in the offer. The delivery takes place at the latest within 14 working days (Monday to Friday, excluding public holidays) after the payment order has been issued to the transferring bank (in the case of advance payment) or after the conclusion of the contract (in the case of cash on delivery or purchase on account).

4.3 If there are short-term production delays for an ordered item, we will inform you by e-mail about the expected delivery time, provided we have an address from you.

Your statutory rights are unaffected.

## **5. Packaging and shipping costs**

5.1 We offer the following shipping methods: Insured shipping with a DHL package

5.2 We charge for delivery within Germany and packaging costs

the shipping price specified in the offer. With each order, the shipping costs are shown and communicated separately.

5.3 For orders with an order value of more than EUR 100, we deliver within Germany free shipping.

## **6. Payment, retention of title**

6.1 All prices are gross prices in euros, which include the statutory value added tax currently contain 19%. Prices are valid on the day orders are submitted.

6.2 For deliveries within Germany, the following payment methods are possible:

Payment via PayPal

6.3 The delivered goods remain our property until full payment has been made (retention of title according to §§158, 449 BGB). The customer must inform us immediately about enforcement measures by third parties in relation to the goods subject to retention of title and hand over the documents required for an intervention; this also applies to impairments of any other kind. Irrespective of this, the customer must inform third parties in advance of the rights to the goods.

## **7. Warranty**

If the supplementary performance is by way of a replacement delivery, the customer is obliged to return the first delivered goods to us within 30 days at our expense. The defective goods must be returned in accordance with the statutory provisions. We reserve the right to claim damages under the legally regulated conditions.

## **8. Liability for Defects**

Information on liability for defects: The statutory liability for defects applies.

## **9. Privacy**

Ours is available at <https://www.rautenberg.tech/shop/index.php/datenschutz.html> .

Data protection

under

## **10. Copyright**

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## **11. Miscellaneous**

We do not take part in a dispute settlement procedure before a consumer arbitration board.

## **12. Content and Links on Our Sites**

12.1 The content of our website was created with the utmost care. However, we cannot guarantee that the content is correct, complete or up-to-date. As a service provider, we are responsible for our own content on these pages according to Section 7, Paragraph 1 of the German Telemedia Act (TMG). According to §§ 8 to 10 TMG, however, we as a service provider are not obliged to monitor transmitted or stored third-party information or to investigate circumstances that indicate illegal activity. Obligations to remove or block the use of information according to general laws remain unaffected. However, liability in this regard is only possible from the point in time at which knowledge of a specific infringement of the law is known.

As soon as we become aware of any violations of the law, we will remove this content immediately.

## **13. Final Provisions**

The validity of the UN sales law is excluded, German law applies. With an order, the general terms and conditions of the online shop are accepted.

If the customer does not have a general place of jurisdiction in Germany or in another EU member state, the place of jurisdiction for all disputes arising from this contract is our place of business.