



IMPRINT	2
DATA PROTECTION	2
1) Information on the Collection of Personal Data and Contact Details of the Controller	2
2) Data Collection When You Visit Our Website	2
3) Hosting & Content Delivery Network.....	2
4) Cookies	2
5) Contacting Us	2
6) Data Processing When Opening a Customer Account and for Contract Processing.....	3
7) Use of Client Data for Direct Advertising	3
8) Processing of Data for the Purpose of Order Handling.....	3
9) Online Marketing	4
10) Web Analysis Services	5
11) Retargeting/Remarketing/ Referral Advertising.....	6
12) Site Functionalities	7
13) Tools and Miscellaneous	8
14) Rights of the Data Subject.....	9
15) Duration of Storage of Personal Data	9
GENERAL TERMS AND CONDITIONS	9
1) Scope of Application	9
2) Conclusion of the Contract	9
3) Right to Cancel	10
4) Prices and Payment Conditions	10
5) Shipment and Delivery Conditions	10
6) Reservation of Proprietary Rights	10
7) Warranty	10
8) Redemption of campaign vouchers	11
9) Redemption of gift vouchers	11
10) Applicable Law	11
11) Place of Jurisdiction	11
12) Alternative dispute resolution	12

INSTRUCTIONS FOR CANCELLATION & CANCELLATION FORM	15
A. Instructions for cancellation.....	15
B. Cancellation form.....	16/17
DELIVERY	13
RETURNS	13
PAYMENT	14





PAGE 2

IMPRINT

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Register court: Amtsgericht München
Register number: HRB 226142
Managing Director: Jan Alt

VAT identification number according to
§ 27a of Value Added Tax Act: DE 216405956

All prices incl. statutory VAT plus shipping costs

14 day return policy

All our products are subject to the current legal warranty

Platform of the EU Commission regarding online dispute resolution:
<https://ec.europa.eu/consumers/odr>

The Seller is neither obliged nor prepared to attend a dispute settlement
procedure before an alternative dispute resolution entity.

Responsible for the content according to § 55 para 2 RStV:
Zoeppritz GmbH, Simone Jelli, Lindwurmstr. 125, 80337 München
Germany

Customer Service Shop:
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Mon – Fri 4 – 7 p.m.
E-Mail: hello@zoeppritz.com

DATA PROTECTION DECLARATION

1) Information on the Collection of Personal Data and Contact Details of the Controller

1.1 We are pleased that you are visiting our website and thank you for your interest. On the following pages, we inform you about the handling of your personal data when using our website. Personal data is all data with which you can be personally identified.

1.2 The controller in charge of data processing on this website, within the meaning of the General Data Protection Regulation (GDPR), is Zoeppritz GmbH, Lindwurmstr. 125, 80337 München, Germany, Phone.: +49 (0) 89 94 39 736 0, Fax: +49 (0) 89 94 39 736 36, e-mail: info@zoeppritz.com. The controller in charge of the processing of personal data is the natural or legal person who alone or jointly with others determines the purposes and means of the processing of personal data.

2) Data Collection When You Visit Our Website

2.1 When using our website for information only, i.e. if you do not register or otherwise provide us with information, we only collect data that your browser transmits to our server (so-called „server log files“). When you visit our website, we collect the following data that is technically necessary for us to display the website to you:

- Our visited website
- Date and time at the moment of access
- Amount of data sent in bytes
- Source/reference from which you came to the page
- Browser used
- Operating system used
- IP address used (if applicable: in anonymized form)

Data processing is carried out in accordance with Art. 6 (1) point f GDPR on the basis of our legitimate interest in improving the stability and functionality of our website. The data will not be passed on or used in any other way. However, we reserve the right to check the server log files subsequently, if there are any concrete indications of illegal use.

2.2 This website uses SSL or TLS encryption for security reasons and to protect the transmission of personal data and other confidential content (e.g. orders or inquiries to the controller). You can recognize an encrypted connection by the character string <https://> and the lock symbol in your browser line.

3) Hosting & Content Delivery Network

For the hosting of our website and the presentation of the page content, we use a provider that provides its services itself or through selected subcontractors exclusively on servers within the European Union.

All data collected on our website is processed on these servers.

We have concluded an order processing contract with the provider, which ensures the protection of the data of our website visitors and prohibits unauthorised disclosure to third parties.

4) Cookies

In order to make your visit to our website more attractive and to enable the use of certain functions, we use cookies, i.e. small text files that are stored on your end device. In some cases, these cookies are automatically deleted again after the browser is closed (so-called „session cookies“), in other cases, these cookies remain on your end device for longer and allow page settings to be saved (so-called „persistent cookies“). In the latter case, you can find the duration of the storage in the overview of the cookie settings of your web browser.

If personal data is also processed by individual cookies set by us, the processing is carried out either in accordance with Art. 6 (1) point b GDPR for the performance of the contract, in accordance with Art. 6 (1) point a GDPR in the case of consent given or in accordance with Art. 6 (1) point f GDPR to safeguard our legitimate interests in the best possible functionality of the website as well as a customer-friendly and effective design of the page visit.

You can set your browser in such a way that you are informed about the setting of cookies and you can decide individually about their acceptance or exclude the acceptance of cookies for certain cases or in general.

Please note that the functionality of our website may be limited if cookies are not accepted.

5) Contacting Us

When you contact us (e.g. via contact form or e-mail), personal data is collected. Which data is collected in the case of a contact form can be seen from the respective contact





PAGE 3

form. This data is stored and used exclusively for the purpose of responding to your request or for establishing contact and for the associated technical administration. The legal basis for processing data is our legitimate interest in responding to your request in accordance with Art. 6 (1) point f GDPR. If your contact is aimed at concluding a contract, the additional legal basis for the processing is Art. 6 (1) point b GDPR. Your data will be deleted after final processing of your enquiry; this is the case if it can be inferred from the circumstances that the facts in question have been finally clarified, provided there are no legal storage obligations to the contrary.

6) Data Processing When Opening a Customer Account and for Contract Processing
Pursuant to Art. 6 (1) point b GDPR, personal data will continue to be collected and processed to the extent required in each case if you provide us with this data when opening a customer account. The data required for opening an account can be found in the input mask of the corresponding form on our website. Deletion of your customer account is possible at any time and can be done by sending a message to the above address of the person responsible. After deletion of your customer account, your data will be deleted, provided that all contracts concluded via it have been fully processed, no legal retention periods are opposed and no legitimate interest on our part in the continued storage exists.

7) Use of Client Data for Direct Advertising

7.1 Subscribe to our e-mail newsletter

If you register for our e-mail newsletter, we will regularly send you information about our offers. The only mandatory data for sending the newsletter is your e-mail address. The provision of further data is voluntary and will be used to address you personally. We use the so-called double opt-in procedure for sending the newsletter. This means that we will only send you an e-mail newsletter once you have expressly confirmed that you consent to receiving newsletters. We will then send you a confirmation e-mail asking you to confirm that you wish to receive the newsletter in future by clicking on an appropriate link. By activating the confirmation link, you give us your consent for the use of your personal data pursuant to Art. 6 (1) point a GDPR. When you register for the newsletter, we store your IP address entered by your Internet service provider (ISP) as well as the date and time of registration for the purpose of tracing any possible misuse of your e-mail address at a later date. The data collected by us when you register for the newsletter is used exclusively for the promotional purposes by way of the newsletter. You can unsubscribe from the newsletter at any time via the link provided for this purpose in the newsletter or by sending a corresponding message to the responsible person named at the beginning. After unsubscribing, your e-mail address will be deleted from our newsletter distribution list immediately, unless you have expressly consented to further use of your data, or we reserve the right to a more extensive use your data which is permitted by law and about which we inform you in this declaration.

7.2 Notification by e-mail of stock availability

If our online shop provides the possibility of informing you by e-mail about the time of availability for selected, temporarily unavailable items, you can subscribe to our e-mail notification service for product availability. If you register for our e-mail notification service for product availability, we will send you a one-time message by e-mail about the availability of the article you have selected. The only mandatory information needed to send this notification is your e-mail address. The indication of further data is voluntary and is used if appropriate, in order to be able to address you personally. We use the so-called double opt-in procedure when sending this notification. This means that we will only send you a corresponding notification after you have expressly confirmed that you agree to receive such a message. We will then send you a confirmation e-mail asking you to click on a link to confirm that you wish to receive such notification.

By activating the confirmation link, you consent to the use of your personal data in accordance with Art. 6 (1) point a GDPR. When you register for our e-mail notification service for product availability, we store your IP address as registered by the internet service provider (ISP) as well as the date and time of registration in order to be able to track any possible misuse of your e-mail address at a later time. The data collected by us when you register for our e-mail notification service regarding the availability of goods is used exclusively for the purpose of informing you about the availability of a particular item in our online shop. You can cancel the e-mail notification service for the availability of goods at any time by sending a corresponding message to the controller in charge of data processing named at the beginning. After you have unsubscribed, your e-mail address will be deleted immediately from our distribution list, unless you have expressly consented to the further use of your data or unless we reserve the right to make further use of your data in accordance with the law about which we inform you in this declaration.

8) Processing of Data for the Purpose of Order Handling

8.1 Insofar as necessary for the processing of the contract for delivery and payment purposes, the personal data collected by us will be passed on to the commissioned transport company and the commissioned credit institution in accordance with Art. 6 Para. 1 lit. b GDPR.

If we owe you updates for goods with digital elements or for digital products on the basis of a corresponding contract, we will process the contact data (name, address, e-mail address) provided by you when placing the order in order to inform you personally by suitable means of communication (e.g. by post or e-mail) about upcoming updates within the legally stipulated period of time within the framework of our statutory duty to inform pursuant to Art. 6 Para. 1 lit. c GDPR. Your contact details will be used strictly for the purpose of informing you about updates owed by us and will only be processed by us for this purpose to the extent that this is necessary for the respective information.

In order to process your order, we also work together with the following service provider(s), who support us in whole or in part in the execution of concluded contracts. Certain personal data is transferred to these service providers in accordance with the following information.

8.2 Passing on Personal Data to Shipping Service Providers

- DHL

We use the following provider as transport service provider: Deutsche Post AG, Charles-de-Gaulle-Straße 20, 53113 Bonn, Germany

We pass on your e-mail address and/or telephone number to the provider in accordance with Art. 6 (1) point a GDPR prior to delivery of the goods for the purpose of coordinating a delivery date or for delivery notification, if you have given your express consent in the ordering process. Otherwise, we will only pass on the name of the recipient and the delivery address to the supplier for the purpose of delivery in accordance with Art. 6 (1) point b GDPR. The transmission only takes place to the extent necessary for the delivery of the goods. In this case, prior coordination of the delivery date with the supplier or the delivery announcement is not possible.

The consent can be revoked at any time with effect for the future vis-à-vis the responsible person named above or vis-à-vis the provider.

- UPS

We use the following provider as transport service provider: United Parcel Service Deutschland Inc. & Co. OHG, Görlitzer Straße 1, 41460 Neuss, Germany

We pass on your e-mail address and/or telephone number to the provider in accordance with Art. 6 (1) point a GDPR prior to delivery of the goods for the purpose of coordinating a delivery date or for delivery notification, if you have given your express consent in the ordering process. Otherwise, we will only pass on the name of the recipient and the





PAGE 4

delivery address to the supplier for the purpose of delivery in accordance with Art. 6 (1) point b GDPR. The transmission only takes place to the extent necessary for the delivery of the goods. In this case, prior coordination of the delivery date with the supplier or the delivery announcement is not possible.

The consent can be revoked at any time with effect for the future vis-à-vis the responsible person named above or vis-à-vis the provider.

8.3 Use of Payment Service Providers

- Klarna

Online payment methods from the following provider are available on this website: Klarna Bank AB, Sveavägen 46, 111 34 Stockholm, Sweden

If you select a payment method of the provider for which you make an advance payment (e.g. credit card payment), your payment data provided during the ordering process (including name, address, bank and payment card information, currency and transaction number) as well as information about the content of your order will be passed on to the provider in accordance with Art. 6 (1) point b GDPR. In this case, your data will only be passed on for the purpose of processing payment with the provider and only to the extent necessary for this purpose.

When selecting a payment method of the provider with which the provider makes advance payments (such as invoice purchase or instalment purchase or direct debit), you will also be asked to provide certain personal data (first name and surname, street, house number, postcode, city, date of birth, e-mail address, telephone number, if applicable data on alternative means of payment) during the ordering process.

In order to safeguard our legitimate interest in determining the solvency of our customers, this data is passed on to the provider by us for the purpose of a credit check in accordance with Art. 6 (1) point f GDPR. On the basis of the personal data provided by you as well as further data (such as shopping cart, invoice total, order history, payment history), the provider checks whether the payment option selected by you can be granted with regard to payment and/or bad debt risks.

In addition to internal provider criteria, identity and creditworthiness information from the following credit agencies may also be included in the decision-making process as part of the application review in accordance with Art. 6 (1) point f GDPR:

https://cdn.klarna.com/1.0/shared/content/legal/terms/0/de_de/credit_rating_agencies
The credit report may contain probability values (so-called score values). Insofar as score values are included in the result of the credit report, they have their basis in a scientifically recognised mathematical-statistical procedure. The calculation of the score values includes, but is not limited to, address data.

You can object to this processing of your data at any time by sending a message to us or to the provider. However, the provider may still be entitled to process your personal data if this is necessary for the contractual processing of payments.

- PAYONE

Online payment methods from the following provider are available on this website: PAYONE GmbH, Lyoner Straße 9, 60528 Frankfurt/Main, Germany

If you select a payment method of the provider for which you make an advance payment (e.g. credit card payment), your payment data provided during the ordering process (including name, address, bank and payment card information, currency and transaction number) as well as information about the content of your order will be passed on to the provider in accordance with Art. 6 (1) point b GDPR. In this case, your data will only be passed on for the purpose of processing payment with the provider and only to the extent necessary for this purpose.

- Paypal

Online payment methods from the following provider are available on this website: PayPal (Europe) S.a.r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg

If you select a payment method of the provider for which you make an advance payment,

your payment data provided during the ordering process (including name, address, bank and payment card information, currency and transaction number) as well as information about the content of your order will be passed on to the provider in accordance with Art. 6 (1) point b GDPR. In this case, your data will only be passed on for the purpose of processing payment with the provider and only to the extent necessary for this purpose. When selecting a payment method of the provider with which the provider makes advance payments, you will also be asked to provide certain personal data (first name and surname, street, house number, postcode, city, date of birth, e-mail address, telephone number, if applicable data on alternative means of payment) during the ordering process. In order to safeguard our legitimate interest in determining the solvency of our customers, this data is passed on to the provider by us for the purpose of a credit check in accordance with Art. 6 (1) point f GDPR. On the basis of the personal data provided by you as well as further data (such as shopping cart, invoice total, order history, payment history), the provider checks whether the payment option selected by you can be granted with regard to payment and/or bad debt risks.

The credit report may contain probability values (so-called score values). Insofar as score values are included in the result of the credit report, they have their basis in a scientifically recognised mathematical-statistical procedure. The calculation of the score values includes, but is not limited to, address data.

You can object to this processing of your data at any time by sending a message to us or to the provider. However, the provider may still be entitled to process your personal data if this is necessary for the contractual processing of payments.

8.4 Electronic Right of Withdrawal Function for Distance Contracts

Consumers who conclude contracts on this website for which a statutory right of withdrawal exists have the option to declare their withdrawal via an electronic withdrawal function, in accordance with the applicable withdrawal provisions.

To provide this electronic withdrawal function, we utilize a solution provided by the following service provider: MarketPress GmbH, Karcherallee 13, 01277, Dresden, Deutschland.

When using the withdrawal function, in addition to details identifying the specific contract being withdrawn from, other personal information—such as the consumer's first name, last name, and email address—must be provided or confirmed.

This information is initially collected by the service provider—based on our legitimate interest in providing a user-friendly, stable, and process-optimized solution pursuant to Art. 6 (1) point f GDPR—and is subsequently used to confirm receipt of the withdrawal declaration on our behalf via email, before finally being transmitted to us. We subsequently process the transmitted information for the proper handling of the withdrawal pursuant to Art. 6 (1) point b GDPR and Art. 6 (1) point c GDPR, based on our statutory obligation to provide an electronic withdrawal function for remunerated distance contracts with consumers.

The information collected by the service provider is routinely deleted following the final processing of a withdrawal, provided that no statutory retention obligations preclude such deletion.

We have concluded an order processing agreement with the service provider; this agreement safeguards the data processed within the scope of the withdrawal function and prohibits its unauthorized disclosure to third parties.

9) Online Marketing

9.1 Data Feed Watch

This website uses the software-based marketing service of the following provider for the provision and synchronisation of various customer management services: WordWatch, Inc., 1195 Chess Drive Suite 201 Foster City, CA 94404, USA

This service enables the automated processing of feed activities, the control of adverti-





PAGE 5

sing in the marketing channels used and the analysis of the success of marketing measures, as well as central e-mail marketing and contact management.

To fulfil the various functions, cookies are used, i.e. small text files that are stored locally in the cache of your web browser on your end device and that enable an analysis of your use of the website by us. In doing so, the cookies collect certain information, such as the IP address, the location, the time of the page access.

All of the processing described above, in particular the setting of cookies to read information from the end device used, will only be carried out if you have given us your express consent to this in accordance with Art. 6 (1) point a GDPR. You can revoke your consent at any time with effect for the future by deactivating this service in the „cookie consent tool“ provided on the website.

Other legal bases for data processing that apply in the context of specific service functions (such as the requirement for express consent in accordance with Art. 6 (1) point a GDPR when sending newsletters) remain unaffected by this.

We have concluded an order processing agreement with the provider, which ensures the protection of our website visitors' data and prohibits unauthorised disclosure to third parties.

For the transfer of data to the USA, the provider relies on standard contractual clauses of the European Commission, which are meant to ensure compliance with the European level of data protection.

9.2 AWIN Performance Advertising Network

We participate in the affiliate programme of the following provider: AWIN AG, Eichhornstraße 3, 10785 Berlin, Germany

In this context, we have placed links on our website that lead to offers on websites of the provider or third parties („affiliate sites“).

In order to measure the success of an affiliate link, the analysis of orders generated via such a link and the corresponding settlement of commission payments, the provider uses cookies and/or similar technologies which are generally set on the affiliate sites and for which we are not responsible in this respect under data protection law. In doing so, the provider also regularly processes the IP address and, if applicable, further end device information.

All of the processing described above, in particular the reading or saving of information on the end device used by you, will only be carried out if you have given your express consent to this in accordance with Art. 6 (1) point a GDPR. You can revoke your consent at any time with effect for the future by using the cookie consent management options on the affiliate sites.

10) Web Analysis Services

Google Analytics 4

This website uses Google Analytics 4, a service provided by Google Ireland Limited, Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland („Google“), which can be used to analyze the use of websites.

When using Google Analytics 4, so-called „cookies“ are used as standard. Cookies are text files that are stored on your terminal device and enable an analysis of your use of a website. The information collected by cookies about your use of the website (including the IP address transmitted by your terminal device, shortened by the last digits, see below) is usually transmitted to a Google server and stored and processed there. This may also result in the transmission of information to the servers of Google LLC, a company based in the USA, where the information is further processed.

When using Google Analytics 4, the IP address transmitted by your terminal device when you use the website is always collected and processed by default and automatically only in an anonymized manner, so that a direct personal reference of the collected information

is excluded. This automatic anonymization is carried out by shortening the IP address transmitted by your terminal device by Google within member states of the European Union (EU) or other contracting states of the Agreement on the European Economic Area (EEA) by the last digits.

On our behalf, Google uses this and other information to evaluate your use of the website, to compile reports (reports) on your website activities or your usage behavior and to provide us with other services related to your website usage and internet usage. In this context, the IP address transmitted and shortened by your terminal device within the scope of Google Analytics 4 will not be merged with other data from Google. The data collected in the context of the use of Google Analytics 4 will be retained for 2 months and then deleted.

Google Analytics 4 also enables the creation of statistics with statements about age, gender and interests of website users on the basis of an evaluation of interest-based advertising and with the involvement of third-party information via a special function, the so-called „demographic characteristics“. This makes it possible to determine and distinguish between groups of website users for the purpose of targeting marketing measures. However, data collected via the „demographic characteristics“ cannot be assigned to a specific person and thus not to you personally. This data collected via the „demographic characteristics“ function is retained for two months and then deleted.

All processing described above, in particular the setting of Google Analytics cookies for the storage and reading of information on the terminal device used by you for the use of the website, will only take place if you have given us your express consent for this in accordance with Art. 6 para. 1 letter a GDPR. Without your consent, Google Analytics 4 will not be used during your use of the website.

You can revoke your consent once given at any time with effect for the future. To exercise your revocation, please deactivate this service via the „Cookie Consent Tool“ provided on the website.

Google Signals

On this website, the „Google Signals“ service can also be used as an extension of Google Analytics 4. With Google Signals, cross-device reports can be created by Google (so-called „cross-device tracking“). If you have activated „personalised ads“ in your Google account settings and you have linked your internet-enabled devices to your Google account, Google can analyse user behaviour across devices and create database models based on this, provided you have given your consent to the use of Google Analytics in accordance with Art. 6 para. 1 letter a GDPR (see above). The logins and device types of all page visitors who were logged into a Google account and performed a conversion are taken into account. The data shows, among other things, on which device you first clicked on an ad and on which device the associated conversion took place. Insofar as Google Signals is used, we do not receive any personal data from Google, but only statistics compiled on the basis of Google Signals. You have the option of deactivating the „personalised ads“ function in the settings of your Google account and thus turning off the cross-device analysis. To do this, follow the instructions on this page: <https://support.google.com/ads/answer/2662922?hl=de>

Further information can be found here: <https://support.google.com/analytics/answer/7532985?hl=de>

User IDs

As an extension of Google Analytics 4, the „UserIDs“ function can also be used on this website. By assigning individual UserIDs, we can have Google create cross-device reports (so-called „cross-device tracking“). This means that your usage behaviour can also be analysed across devices if you have given your corresponding consent to the use of Google Analytics in accordance with Art. 6 para. 1 letter a GDPR, if you have set up a personal account by registering on this website and are logged into your personal account on different end devices with your relevant login data. The data collected in this





PAGE 6

way shows, among other things, on which end device you clicked on an ad for the first time and on which end device the relevant conversion took place.

We have concluded a so-called data processing agreement with Google for our use of Google Analytics 4, by which Google is obliged to protect the data of our website users and not to pass it on to third parties.

For data transfers to the USA, the provider participates in the EU-US Data Privacy Framework, which ensures compliance with the European level of data protection on the basis of an adequacy decision by the European Commission.

Further legal information on Google Analytics 4 can be found here: <https://policies.google.com/privacy?hl=en> and <https://business.safety.google/privacy/>

Details on the processing triggered by Google Analytics 4 and Google's handling of data from websites can be found here: <https://policies.google.com/technologies/partner-sites>

11) Retargeting/Remarketing/ Referral Advertising

11.1 Meta Pixel with extended data synchronisation

Within our online offering, we use the „Meta Pixel“ service of the following provider in extended data synchronisation mode: Meta Platforms Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland („Meta“)

If a user clicks on an advert placed by us on Facebook or Instagram, „Meta Pixel“ is used to add a parameter to the URL of our linked page. This URL parameter is then entered in the user's browser after redirection by a cookie that our linked page sets itself. In addition, this cookie collects specific customer data, such as the email address, which we collect on our website linked to the Facebook or Instagram ad during processes such as purchase transactions, account logins or registrations (extended data synchronisation). The cookie is then read and enables the data, including specific customer data, to be transmitted to Meta.

We use „Meta Pixel“ with extended data matching to make our adverts (so-called „Ads“) on Facebook and/or Instagram more effective and to ensure that they correspond to the interests of users or have certain characteristics (e.g. interests in certain topics or products determined on the basis of the websites visited), which we transmit to Meta (so-called „Custom Audiences“).

In addition, we analyse the effectiveness of our advertisements by tracking whether users were redirected to our website after clicking on an advertisement (conversion). Compared to the standard version of „Meta Pixel“, the extended data synchronisation function helps us to better measure the effectiveness of our advertising campaigns by recording more associated conversions.

All transmitted data is stored and processed by Meta so that an assignment to the respective user profile is possible and Meta can use the data for its own advertising purposes in accordance with Meta's data usage guidelines (<https://www.facebook.com/about/privacy/>). The data may enable Meta and its partners to place adverts on and off Facebook.

All processing described above, in particular the setting of cookies for reading information on the terminal device used, will only be carried out if you have given us your express consent to do so in accordance with Art. 6 para. 1 lit. a GDPR. You can revoke your consent at any time with effect for the future by deactivating this service in the „cookie consent tool“ provided on the website.

We have concluded an order processing contract with the provider, which ensures the protection of the data of our website visitors and prohibits unauthorised disclosure to third parties.

The information generated by Meta is usually transferred to a Meta server and stored there; in this context, it may also be transferred to servers of Meta Platforms Inc. in the USA. For data transfers to the USA, the provider has joined the EU-US Data Privacy Framework, which ensures compliance with the European level of data protection on the basis

of an adequacy decision by the European Commission.

11.2 Google Ads Conversion-Tracking

This website uses the online advertising program „Google Ads“ and, within the framework of Google Ads, the conversion tracking of Google Ireland Limited, Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland („Google“). We use Google Ads to draw attention to our attractive offers on external websites with the help of advertising media (so-called Google Adwords). We can determine how successful the individual advertising measures are in relation to the data of the advertising campaigns. Our aim is to show you advertising that is of interest to you, to make our website more interesting for you and to achieve a fair calculation of the advertising costs incurred.

The conversion tracking cookie is set when a user clicks on an ad placed by Google. Cookies are small text files that are stored on your end device. These cookies usually lose their validity after 30 days and are not used for personal identification. If the user visits certain pages of this website and the cookie has not yet expired, Google and we can recognize that the user clicked on the ad and was redirected to this page. Each Google Ads customer receives a different cookie. Cookies cannot therefore be tracked across Google Ads clients' websites. The information obtained using the conversion cookie is used to create conversion statistics for Google Ads customers who have opted in to conversion tracking. Clients learn the total number of users who clicked on their ad and were redirected to a page tagged with a conversion tracking tag. However, they do not receive any information that can be used to personally identify users. The use of Google Ads may also result in the transmission of personal data to the servers of Google LLC. in the USA. Details on the processing triggered by Google Ads Conversion Tracking and on Google's handling of data from websites can be found here: <https://policies.google.com/technologies/partner-sites>.

All of the processing described above, in particular the setting of cookies for reading out information on the end device used, will only be carried out if you have given us your express consent to do so in accordance with Art. 6 (1) a GDPR. You can revoke your consent at any time with effect for the future by deactivating this service in the „Cookie Consent Tool“ provided on the website.

You can also permanently object to the setting of cookies by Google Ads conversion tracking by downloading and installing the Google browser plug-in available at the following link:

<https://www.google.com/settings/ads/plugin?hl=en>

Please note that certain functions of this website may not be available or may be restricted if you have deactivated the use of cookies.

Further information on Google's privacy standards can be found here: <https://policies.google.com/privacy> and <https://business.safety.google/privacy/>

For data transfers to the USA, the provider participates in the EU-US Data Privacy Framework, which ensures compliance with the European level of data protection on the basis of an adequacy decision by the European Commission.

11.3 shopping24 Conversion Tracking

This website uses the conversion tracking technology of the following provider: shopping24 Gesellschaft für multimediale Anwendungen mbH, Poßmoorweg 2

22301 Hamburg, Germany

If you have accessed our website from an advertisement on the provider's domain, the success of the advertisement can be tracked with the help of cookies and/or comparable technologies (tracking pixels, web beacons, pings, or HTTP requests).

For this purpose, certain end device and browser information, including your IP address if applicable, is read via the tracking technology in order to record and evaluate user actions predefined by us (e.g., completed transactions, leads, search queries on the website, calls to product pages). This enables us to compile statistics on user behavior on our website after forwarding from an advertisement, which we use to optimize our offer. All processing described above, in particular the setting of cookies for the reading of





PAGE 7

information on the end device used, will only be carried out if you have given us your express consent to do so in accordance with Art. 6 (1) point a GDPR. You can revoke your consent at any time with future effect by deactivating this service in the „cookie consent tool“ provided on the website.

We have concluded an order processing agreement with the provider, which ensures the protection of our site visitors' data and prohibits unauthorized disclosure to third parties.

11.4 WooCommerce Order Attribution Tracking

This website uses the conversion tracking technology of the following provider: Automattic Inc., 6029th Street #343, San Francisco, CA 94110, USA

If you have accessed our website from an advertisement on the provider's domain, the success of the advertisement can be tracked with the help of cookies and/or comparable technologies (tracking pixels, web beacons, pings, or HTTP requests).

For this purpose, certain end device and browser information, including your IP address if applicable, is read via the tracking technology in order to record and evaluate user actions predefined by us (e.g., completed transactions, leads, search queries on the website, calls to product pages). This enables us to compile statistics on user behavior on our website after forwarding from an advertisement, which we use to optimize our offer. All processing described above, in particular the setting of cookies for the reading of information on the end device used, will only be carried out if you have given us your express consent to do so in accordance with Art. 6 (1) point a GDPR. You can revoke your consent at any time with future effect by deactivating this service in the „cookie consent tool“ provided on the website.

We have concluded an order processing agreement with the provider, which ensures the protection of our site visitors' data and prohibits unauthorized disclosure to third parties.

For data transfers to the USA, the provider participates in the EU-US Data Privacy Framework, which ensures compliance with the European level of data protection on the basis of an adequacy decision by the European Commission.

12) Site Functionalities

12.1 Vimeo

This website uses plugins to display and play videos from the following provider: Vimeo.com, Inc., 330 West 34th Street, 10th Floor, New York, NY 10001, USA

When you call up a page of our website that contains such a plugin, your browser establishes a direct connection to the provider's servers to load the plugin. This involves certain information, including your IP address, being transmitted to the provider.

If the playback of embedded videos is started via the plugin, the provider also uses cookies to collect information about user behavior, to create playback statistics and to prevent abusive behavior.

If you are logged into a user account maintained by the provider during your visit to the site, your data will be directly assigned to your account when you click on a video. If you do not wish to have your data assigned to your account, you must log out before clicking on the play button.

All the above-mentioned processing, in particular the setting of cookies for reading out information on the end device used, only takes place if you have given us your express consent in accordance with Art. 6 (1) point a GDPR. You can revoke your consent at any time with effect for the future by deactivating this service via the „cookie consent tool“ provided on the website.

For data transfers to the USA, the provider participates in the EU-US Data Privacy Framework, which ensures compliance with the European level of data protection on the basis of an adequacy decision by the European Commission.

12.2 Google Maps

Our website uses Google Maps (AP'I) of Google Ireland Limited, Gordon House, 4 Barrow

St, Dublin, D04 E5W5, Ireland („Google“). Google Maps is a web service for displaying interactive (country) maps in order to display geographical information visually. Using this service will show you our location and will make it easier for you to find us.

When you access the sub-pages that contain the Google Maps map, information about your use of our website (such as your IP address) is transmitted to and stored by Google on servers. When using Google Maps, personal data may also be transmitted to the servers of Google LLC. in the USA. This is regardless of whether Google provides a user account that you are logged in with or whether no user account exists. If you are logged in to Google, your information will be directly associated with your account. If you do not wish to be associated with your profile on Google, you must log out before activating the button. Google saves your data (even for users who are not logged in) as usage profiles and evaluates them. Such an evaluation takes place according to Art. 6 (1) point f GDPR, on the basis of the legitimate interests of Google in the insertion of personalized advertising, market research and/or demand-oriented design of its website. You have the right to object to the creation of these user profiles. If you want to do so, you must contact Google to exercise this right.

If you do not agree to the future transmission of your data to Google in the context of using Google Maps, you may completely deactivate the Google Maps web service by switching off the JavaScript application in your browser. In this case, Google Maps as well as the map display on this website cannot be used.

The Google terms of use can be found at: <https://policies.google.com/terms?hl=en>. The additional terms of use can be found at: https://www.google.com/intl/en-US_US/help/terms_maps.html.

You can find detailed information on data protection in connection with the use of Google Maps on Google's website („Google Privacy Policy“) at: <https://policies.google.com/privacy?hl=en>.

To the extent required by law, we have obtained your consent to the processing of your data as described above in accordance with Art. 6 (1) point a GDPR. You can revoke your consent at any time with effect for the future. In order to exercise your revocation, please follow the procedure described above for submitting an objection.

For data transfers to the USA, the provider participates in the EU-US Data Privacy Framework, which ensures compliance with the European level of data protection on the basis of an adequacy decision by the European Commission.

Further information on Google's privacy standards can be found here: <https://business.safety.google/privacy/>

12.3 - Google reCAPTCHA

On this website, we use the CAPTCHA service of the following provider: Google Ireland Limited, Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland

Data may also be transmitted to: Google LLC, USA. For the visual design of the CAPTCHA window, the provider uses „Google Fonts“, i.e., fonts loaded from the Internet by Google. No further information is processed except that mentioned above, which is already transmitted to Google via the functionality of ReCaptcha.

The service checks whether an input is made by a natural person or abusively by machine and automated processing with the aim of blocking spam, DDoS attacks and similar automated malicious attacks. To ensure whether an action is performed by a human being and not by an automated bot, the provider collects the IP address of the end device used, the recognition data of the browser, the operating system type and the date and duration of the visit and transmits these data to the provider's servers to be evaluated. This may involve the use of cookies, i.e. small text files that are stored in the browser of the end device.

If the processing described above is carried out on the basis of cookies, these will only be set if you have given us your express consent to do so in accordance with Art. 6 para. 1 lit. a GDPR. You can revoke your consent at any time with effect for the future by deactivating this service in the 'cookie consent tool' provided on the website.





PAGE 8

If the processing described above is carried out without the use of cookies, the legal basis is our legitimate interest in determining individual responsibility on the Internet and avoiding misuse and spam in accordance with Art. 6 para. 1 lit. f GDPR.

We have concluded an order processing contract with the provider, ensuring the protection of our site visitors' data and prohibiting unauthorized disclosure to third parties.

For data transfers to the USA, the provider participates in the EU-US Data Privacy Framework, which ensures compliance with the European level of data protection on the basis of an adequacy decision by the European Commission.

12.4 Applications for job advertisements

On our website, we advertise current vacancies in a separate section, for which interested parties can apply by e-mail using the contact address provided.

If applicants want to be included in the application process, they must provide us with all personal details required for a well-founded and informed assessment and selection in conjunction with their application by e-mail.

The required data should include general personal information (name, address, telephone or electronic contact) as well as performance-specific evidence showing the qualifications required for the advertised position. In addition, health-related information may be required, which in the interest of social protection must be given special attention to regarding the applicant's person according to labor and social law.

The components an application must contain to be considered and the form in which these components must be sent by e-mail can be found in the respective job advertisement. After receipt of the application sent using the e-mail contact address supplied, the applicant data will be stored by us and evaluated exclusively for the purpose of processing the application. In the event of queries arising in the course of processing the application, we will use either the e-mail address supplied by the applicant with his application or a telephone number supplied, at our discretion.

The legal basis for such processing, including the contacting of applicants for queries, is basically Art. 6 (1) point b GDPR in conjunction with Art. 26 (1) Federal Data Protection Act. According to these provisions, the completion of the application procedure is deemed to be the initiation of an employment contract.

If special categories of personal data within the meaning of Art. 9 (1) GDPR (e.g. health data such as information on severely disabled status) are requested from applicants as part of the application procedure, processing will take place in accordance with Art. 9 (2) point b GDPR, so as to enable us to exercise the rights arising from labor law, social security and social protection law and to fulfil our obligations in this regard.

The processing of special categories of data may also be based cumulatively or alternatively on Art. 9 (1) point h GDPR if it is used for the purposes of health care or occupational medicine, for the assessment of the applicant's ability to work, for medical diagnostics, health or social care or for the management of systems and services in the health or social sector.

If, in the course of the evaluation described above, the applicant is not selected or if an applicant withdraws his application prematurely, his data transmitted by e-mail as well as all electronic correspondence including the original application e-mail will be deleted at the latest after 6 months following a corresponding notification. This period shall be determined on the basis of our legitimate interest in being able to answer any follow-up questions regarding the application and, if necessary, to comply with our obligation to provide evidence under the regulations governing the equal treatment of applicants.

In the event of a successful application, the data provided will be processed on the basis of Art. 6 (1) point b GDPR in conjunction with Art. 26 (2) Federal Data Protection Act for the purposes of implementing the employment relationship.

13) Tools and Miscellaneous

13.1 This website uses a so-called „cookie consent tool“ to obtain effective user consent for cookies and cookie-based applications that require consent. The „cookie consent tool“ is displayed to users in the form of an interactive user interface when they access the page, on which consent for certain cookies and/or cookie-based applications can be given by ticking the appropriate box.

Using the tool, all cookies/services requiring consent are only loaded if the respective user provides the corresponding consent by ticking the corresponding box. This ensures that such cookies are only set on the respective end device of the user if consent has been granted.

The tool sets technically necessary cookies to save your cookie preferences. Personal user data is generally not processed.

If, in individual cases, personal data (such as the IP address) is processed for the purpose of storing, assigning or logging cookie settings, this is done in accordance with Art. 6 (1) point f GDPR based on our legitimate interest in legally compliant, user-specific and user-friendly consent management for cookies and thus in a legally compliant design of our website.

Further legal basis for the processing is Art. 6 (1) point c GDPR. As the responsible party, we are subject to the legal obligation to make the use of technically unnecessary cookies dependent on the respective user consent.

Further information on the operator and the setting options of the cookie consent tool can be found directly in the corresponding user interface on our website.

13.2 Wordfence

For security purposes, this website uses the service of the following provider: Defiant Inc, 800 5th Ave Ste 4100, Seattle, WA 98104, USA

The provider protects the website and the associated IT infrastructure from unauthorized third-party access, cyber attacks and viruses and malware. The provider collects the IP addresses of users and, if necessary, further data on their behaviour on our website (in particular URLs accessed and header information) in order to detect and defend against illegitimate page accesses and dangers. In doing so, the collected IP address is compared with a list of known attackers. If the captured IP address is identified as a security risk, the provider can automatically block it from accessing the website. The information collected in this way is transferred to a server of the provider and stored there. The described data processing is carried out in accordance with Art. 6 (1) point f GDPR on the basis of our legitimate interests in protecting the website from harmful cyber attacks and in maintaining structural and data integrity and security.

If visitors to the website have login rights, the provider also sets cookies (= small text files) on the respective end device used by the visitor. With the help of the cookies, certain location and device information can be read, which makes it possible to assess whether the login-authorized access originates from an authorized person. At the same time, access rights can be evaluated via the cookies and released via a website-internal firewall according to the authorization level. Finally, the cookies are used to register irregular access by website administrators from new devices or new locations and to notify other administrators of this. These cookies are only set if a user has login rights. The provider does not set cookies for website visitors without login authorization. Insofar as personal data is processed via the cookies, the processing is carried out in accordance with Art. 6 (1) point f GDPR on the basis of our legitimate interest in preventing illegitimate access to the website administration and in the defence against unauthorized administrator access.

We have concluded an order processing agreement with the provider, which ensures the protection of our website visitors' data and prohibits unauthorized disclosure to third parties.





PAGE 9

For the transfer of data to the USA, the provider invokes standard contractual clauses of the European Commission, which are intended to ensure compliance with the European level of data protection.

Unless otherwise stated in the information contained in this declaration on specific processing situations, stored personal data will be deleted if it is no longer necessary for the purposes for which it was collected or otherwise processed.

14) Rights of the Data Subject

14.1 The applicable data protection law grants you the following comprehensive rights of data subjects (rights of information and intervention) vis-à-vis the data controller with regard to the processing of your personal data:

- Right of access by the data subject pursuant to Art. 15 GDPR;
- Right to rectification pursuant to Art. 16 GDPR;
- Right to erasure ("right to be forgotten") pursuant to Art. 17 GDPR;
- Right to restriction of processing pursuant to Art. 18 GDPR;
- Right to be informed pursuant to Art. 19 GDPR;
- Right to data portability pursuant to Art. 20 GDPR;
- Right to withdraw a given consent pursuant to Art. 7 (3) GDPR;
- Right to lodge a complaint pursuant to Art. 77 GDPR.

14.2 RIGHT TO OBJECT

IF, WITHIN THE FRAMEWORK OF A CONSIDERATION OF INTERESTS, WE PROCESS YOUR PERSONAL DATA ON THE BASIS OF OUR PREDOMINANT LEGITIMATE INTEREST, YOU HAVE THE RIGHT AT ANY TIME TO OBJECT TO THIS PROCESSING WITH EFFECT FOR THE FUTURE ON THE GROUNDS THAT ARISE FROM YOUR PARTICULAR SITUATION.

IF YOU EXERCISE YOUR RIGHT TO OBJECT, WE WILL STOP PROCESSING THE DATA CONCERNED. HOWEVER, WE RESERVE THE RIGHT TO FURTHER PROCESSING IF WE CAN PROVE COMPELLING REASONS WORTHY OF PROTECTION FOR PROCESSING WHICH OUTWEIGH YOUR INTERESTS, FUNDAMENTAL RIGHTS AND FREEDOMS, OR IF THE PROCESSING SERVES TO ASSERT, EXERCISE OR DEFEND LEGAL CLAIMS.

IF WE PROCESS YOUR PERSONAL DATA FOR DIRECT MARKETING PURPOSES, YOU HAVE THE RIGHT TO OBJECT AT ANY TIME TO THE PROCESSING OF YOUR PERSONAL DATA WHICH ARE USED FOR DIRECT MARKETING PURPOSES. YOU MAY EXERCISE THE OBJECTION AS DESCRIBED ABOVE.

IF YOU EXERCISE YOUR RIGHT TO OBJECT, WE WILL STOP PROCESSING THE DATA CONCERNED FOR DIRECT ADVERTISING PURPOSES.

15) Duration of Storage of Personal Data

The duration of the storage of personal data is based on the respective legal basis, the purpose of processing and - if relevant - on the respective legal retention period (e.g. commercial and tax retention periods).

If personal data is processed on the basis of express consent pursuant to Art. 6 (1) point a GDPR, this data is stored until the data subject revokes his consent.

If there are legal storage periods for data that is processed within the framework of legal or similar obligations on the basis of Art. 6 (1) point b GDPR, this data will be routinely deleted after expiry of the storage periods if it is no longer necessary for the fulfillment of the contract or the initiation of the contract and/or if we no longer have a justified interest in further storage.

When processing personal data on the basis of Art. 6 (1) point f GDPR, this data is stored until the data subject exercises his right of objection in accordance with Art. 21 (1) GDPR, unless we can provide compelling grounds for processing worthy of protection which outweigh the interests, rights and freedoms of the data subject, or the processing serves to assert, exercise or defend legal claims.

If personal data is processed for the purpose of direct marketing based on Art. 6 (1) point f GDPR, this data is stored until the data subject exercises his right of objection pursuant to Art. 21 (2) GDPR.

ZOEPPRITZ





PAGE 10

GENERAL TERMS AND CONDITIONS

1) SCOPE OF APPLICATION

1.1 These General Terms and Conditions (hereinafter referred to as „GTC“) of the company Zoeppritz GmbH (hereinafter referred to as „Seller“) shall apply to all contracts concluded between a consumer or a trader (hereinafter referred to as „Client“) and the Seller relating to all goods and/or services presented in the Seller's online shop. The inclusion of the Client's own conditions is herewith objected to, unless other terms have been stipulated.

1.2 Regarding the purchase of vouchers, these GTC shall apply accordingly, unless expressly agreed otherwise.

1.3 For contracts regarding the delivery of vouchers, these GTC shall apply accordingly, unless expressly agreed otherwise.

1.4 A consumer pursuant to these GTC is any natural person concluding a legal transaction for a purpose attributed neither to a mainly commercial nor a self-employed occupational activity.

1.5 A trader pursuant to these GTC is a natural or legal person or a partnership with legal capacity who, when concluding a legal transaction, acts in the exercise of his commercial or independent professional activity.

2) CONCLUSION OF THE CONTRACT

2.1 The product descriptions in the Seller's online shop do not constitute binding offers on the part of the Seller, but merely serve the purpose of submitting a binding offer by the Client.

2.2 The Client may submit the offer via the online order form integrated into the Seller's online shop. In doing so, after having placed the selected goods and/or services in the virtual basket and passed through the ordering process, and by clicking the button finalizing the order process, the Client submits a legally binding offer of contract with regard to the goods and/or services contained in the shopping cart.

2.3 The Seller may accept the Client's offer within five days,

- by transferring a written order confirmation or an order confirmation in written form (fax or e-mail); insofar receipt of order confirmation by the Client is decisive, or
- by delivering ordered goods to the Client; insofar receipt of goods by the customer is decisive, or
- by requesting the Client to pay after he placed his order.

Provided that several of the aforementioned alternatives apply, the contract shall be concluded at the time when one of the aforementioned alternatives firstly occurs. Should the Seller not accept the Client's offer within the aforementioned period of time, this shall be deemed as rejecting the offer with the effect that the Client is no longer bound by his statement of intent.

2.4 When submitting an offer via the Seller's online order form, the text of the contract is stored by the Seller after the contract has been concluded and transmitted to the Client

in text form (e.g. e-mail, fax or letter) after the order has been sent. The Seller shall not make the contract text accessible beyond this. If the Client has set up a user account in the Seller's online shop prior to sending his order, the order data shall be stored on the Seller's website and can be accessed by the Client free of charge via his password-protected user account by specifying the corresponding login data.

2.5 Prior to submitting a binding order via the Seller's online order form, the Client may recognize input errors by reading attentively the information displayed on the screen. The enlargement function of the browser to enlarge the display on the screen may be an effective method for better recognizing input errors.

The Client can correct all the data entered via the usual keyboard and mouse function during the electronic ordering process, until he clicks the button finalizing the ordering process.

2.6 The German and the English language are exclusively available for the conclusion of the contract.

2.7 Order processing and contacting usually takes place via e-mail and automated order processing. It is the Client's responsibility to ensure that the e-mail address he provides for the order processing is accurate so that e-mails sent by the Seller can be received at this address. Particularly, it is the Client's responsibility, if SPAM filters are used, to ensure that all e-mails sent by the Seller or by third parties commissioned by the Seller with the order processing can be delivered.

3) RIGHT TO CANCEL

3.1 Consumers are entitled to the right to cancel.

3.2 Detailed informations about the right to cancel are provided in the Seller's instruction on cancellation.

4) PRICES AND PAYMENT CONDITIONS

4.1 Unless otherwise stated in the Seller's product description, prices indicated are total prices including the statutory sales tax. Delivery costs, where appropriate, will be indicated separately in the respective product description

4.2 Payment can be made using one of the methods mentioned in the Seller's online shop.

4.3 When payments are made using a payment method offered by PayPal, handling of payments takes place via the payment service provider PayPal ((Europe) S.a. r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg (hereinafter called "PayPal") subject to the PayPal terms of use which can be viewed at:
<https://www.paypal.com/de/webapps/mpp/ua/useragreement-full>.

In case the client has no PayPal account, the conditions applicable for payments without PayPal account will be effective. They can be viewed at:
<https://www.paypal.com/de/webapps/mpp/ua/privacywax-full>

4.4 If the payment method „immediate bank transfer“ is selected, payment processing is carried out via the payment service provider SOFORT GmbH, Theresienhöhe 12, 80339 Munich (hereinafter referred to as „IMMEDIATE“). In order to be able to pay the invoice amount via „immediate bank transfer“, the Client must have an online banking account with the PIN/TAN method that is activated for participation in „immediate bank trans-





fer," he must have the appropriate credentials during the payment process, and he must confirm the payment instruction to IMMEDIATE. The payment transaction will be executed immediately afterwards and the Client's bank account debited accordingly. Further information on the payment method "immediate bank transfer" can be called up by the Client on the Internet at:

<https://www.sofort.com/ger-DE/kaeufersu/so-funktioniert-sofort-ueberweisung/>.

5) SHIPMENT AND DELIVERY CONDITIONS

5.1 Goods are generally delivered on dispatch route and to the delivery address indicated by the Client, unless agreed otherwise. During the processing of the transaction, the delivery address indicated in the Seller's order processing is decisive.

5.2 Should the assigned transport company return the goods to the Seller, because delivery to the Client was not possible, the Client bears the costs for the unsuccessful dispatch. This shall not apply, if the Client exercises his right to cancel effectively, if the delivery cannot be made due to circumstances beyond the Client's control or if he has been temporarily impeded to receive the offered service, unless the Seller has notified the Client about the service for a reasonable time in advance.

5.3 Personal collection is not possible for logistical reasons.

5.4 Vouchers will be provided to the Client as follows:

– by e-Mail

6) RESERVATION OF PROPRIETARY RIGHTS

If the Seller provides advance deliveries, he retains title of ownership to the delivered goods, until the purchase price owed has been paid in full.

7) WARRANTY

7.1 Unless otherwise stipulated, the provisions of the statutory liability for defects shall apply. Deviating therefrom, the following shall apply to contracts for the delivery of goods:

7.2 If the Client acts as trader

- the Seller may choose the type of subsequent performance,
- for new goods, the limitation period for claims for defects shall be one year from delivery of the goods,
- for used goods, the rights and claims for defects are excluded,
- the limitation period shall not recommence if a replacement delivery is made within the scope of liability for defects.

7.3 The above-mentioned limitations of liability and shortening of the period of limitation do not apply

- to claims for damages and reimbursement of expenses of the Client,
- if the Seller has fraudulently concealed the defect,
- for goods which have been used in accordance with their customary use for a building and which have caused its defectiveness,
- for any existing obligation of the Seller to provide updates for digital products with respect to contracts for the supply of goods with digital elements.

7.4 Furthermore, for traders, the statutory limitation periods for any statutory right of recourse that may exist shall remain unaffected.

7.5 If the Client is a businessperson pursuant to section 1 of the German Commercial Code (HGB) he has the commercial duty to examine the goods and notify the Seller of defects pursuant to section 377 HGB. Should the Client neglect the obligations of disclosure specified therein, the goods shall be deemed approved.

7.6 If the Client acts as a consumer, the forwarding agent has to be immediately notified of any obvious transport damages and the Seller has to be informed accordingly. Should the Client fail to comply therewith, this shall not affect his statutory or contractual claims for defects.

7.7 The Seller shall not be liable for defects in the performance of the telecommunications contract for which the respective service provider is solely responsible. In this respect, the relevant statutory provisions and any deviating contractual conditions of the respective service provider shall apply.

8) REDEMPTION OF CAMPAIGN VOUCHERS

8.1 Vouchers which are issued by the Seller free of charge, for a specific period of validity in the context of promotional activities and which cannot be purchased by the Client (hereinafter referred to as „campaign vouchers“) can only be redeemed in the Seller's online shop and only within the indicated time period.

8.2 Individual products may be excluded from the voucher campaign, if such a restriction results from the conditions of the campaign voucher.

8.3 Campaign vouchers can only be redeemed prior to the conclusion of the order procedure. Subsequent offsetting is not possible.

8.4 Only one campaign voucher can be redeemed per order.

8.5 The goods value should meet at least the amount of the campaign voucher. The Seller will not refund remaining assets.

8.6 If the value of the campaign voucher is not enough for the order, the Client may choose one of the remaining payment methods offered by the Seller to pay the difference.

8.7 The campaign voucher credit will not be redeemed in cash and is not subject to any interest.

8.8 The campaign voucher will not be redeemed, if the Client, in the context of his legal right to cancel, returns goods paid fully or partially by a campaign voucher.

8.9 The campaign voucher is transferable. The Seller may render performance with discharging effect to the respective owner who redeems the campaign voucher in the Seller's online shop. This does not apply, if the Seller has knowledge or grossly negligent ignorance of the non-entitlement, legal incapacity or of the missing right of representation regarding the respective owner.

9) REDEMPTION OF GIFT VOUCHERS

9.1 Vouchers which can be purchased via the Seller's online shop (hereinafter referred to as „gift vouchers“) can only be redeemed in the Seller's online shop, unless otherwise stipulated in the voucher.





PAGE 12

9.2 Gift vouchers and remaining assets of gift voucher can be redeemed by the end of the third year following the year of the gift voucher purchase. Remaining assets will be credited to the Client's voucher account.

cancel any contract on the following conditions:

9.3 Gift vouchers can only be redeemed prior to the conclusion of the order procedure. Subsequent offsetting is not possible.

9.4 Only one gift voucher can be redeemed per order.

9.5 Gift vouchers can only be used for the purchase of goods and not for the purchase of other gift vouchers.

9.6 If the value of the gift voucher is not enough for the order, the Client may choose one of the remaining payment methods offered by the Seller to pay the difference.

9.7 The gift voucher credit will not be redeemed in cash and is not subject to any interest.

9.8 The gift voucher is transferable. The Seller may render performance with discharging effect to the respective owner who redeems the gift voucher in the Seller's online shop. This does not apply, if the Seller has knowledge or grossly negligent ignorance of the non-entitlement, legal incapacity or of the missing right of representation regarding the respective owner.

10) APPLICABLE LAW

The law of the Federal Republic of Germany shall apply to all legal relationships between the parties under exclusion of the laws governing the international purchase of movable goods. For consumers, this choice of law only applies to the extent that the granted protection is not withdrawn by mandatory provisions of the law of the country, in which the consumer has his habitual residence.

11) PLACE OF JURISDICTION

If the Client is a businessman, a legal entity of public law or a separate estate under public law with its seat in the territory of the Federal Republic of Germany, the Seller's place of business shall be the sole place of jurisdiction for all legal disputes arising from this contract. If the Client is domiciled outside the territory of the Federal Republic of Germany, the Seller's place of business shall be the sole place of jurisdiction for all legal disputes arising from this contract provided that the contract or claims from the contract can be assigned to the Client's professional or commercial activities. In any event however, regarding the aforementioned cases the Seller is entitled to call the court responsible for the seat of the Client.

12) ALTERNATIVE DISPUTE RESOLUTION

12.1 The EU Commission provides on its website the following link to the ODR platform: <https://ec.europa.eu/consumers/odr>. This platform shall be a point of entry for out-of-court resolutions of disputes arising from online sales and service contracts concluded between consumers and traders.

12.2 The Seller is neither obliged nor prepared to attend a dispute settlement procedure before an alternative dispute resolution entity.

INSTRUCTIONS FOR CANCELLATION & CANCELLATION FORM

Consumers, i.e. any individual acting for purposes which are wholly or mainly outside those individual's trade, business, craft or profession, are entitled to





PAGE 13

DELIVERY

Delivery costs

We ship national with DHL and international with UPS at a flat delivery rate. It includes liability for losses or damage up to EURO 500 with DHL and up to 510 EURO with UPS, as well as the costs for packaging. The flat rate will be noted in your shopping basket and depends on the country of the delivery address provided:

Germany:

4,90 EURO

France, Austria, Switzerland
and United Kingdom:

14,90 EURO

other countries:

49,90 EURO

Delivery to non-EU countries

We deliver from Germany. In case of deliveries to non-EU countries further import duties, tax costs and charges apply. These costs are not included in the final total of your order and have to be paid directly by you to third parties. Further costs which are neither included are costs for transfer fees by financial institutions (such as remittance fees, exchange fees) as well as all customs and import duties, for example. We highly recommend you contact your local customs authority to determine your landed cost price as well as additional charges and other regulations of your country prior to your order completion.

German customs also provide current information on their [website](#). Additionally, German customs provide an [enquiry service](#) on all questions concerning customs legislation which are not answered on their website. Alternatively, please contact your local customs authority in your country where you will receive all information you need.

For deliveries to Switzerland we recommend using MeinEinkauf.ch (only available in German). MeinEinkauf.ch takes care of all required customs formalities as well as the final delivery to your door. Please check the fees of the service provider in advance and before ordering - you will receive your articles duty and tax paid. Another possibility is to use a German delivery address or a dispatch depot.

More information from the European Commission:

https://ec.europa.eu/taxation_customs/home_en

https://ec.europa.eu/taxation_customs/individuals_en

Information concerning import sales tax, especially for Switzerland:

<http://xtares.admin.ch/tares/login/loginFormFiller.do>

Information concerning customs regulations of Switzerland for private individuals from the Federal Customs Administration:

<https://www.ezv.admin.ch/ezv/en/home.html>

Delivery time

Orders are processed on German working days within two German working days. The

deadline for the calculation of the delivery date for all payment methods we offer starts on the day after the payment order is given to the transferring credit institution, or rather on the day after the conclusion of contract. It ends with the expiry of the last day of the deadline. If the last day of the deadline falls on a Sunday or on a day which is a state-recognised general public holiday at the place of delivery, the next working day is to be regarded as the last day.

Our estimated delivery time is stated on our website, as part of the information of each individual product. This piece of information refers to delivery within Germany. For delivery to EU countries and Switzerland, usually 2-3 working days should be added; for delivery to non-EU countries up to three weeks from the day of shipment should be added.

Tracking of your delivery

As soon as the order has left our central warehouse, you will receive a shipping confirmation together with the tracking code via email. You can trace your order status any time using the tracking code.

If you have not received an email with the shipping confirmation or if the status information according to the tracking of your delivery is incomprehensible, our customer service is here to help you: hello@zoeppritz.com or by telephone on +49 (0) 89 943 97 36 33 (from Monday to Friday 11 a.m. – 5 p.m., German local rate)

RETURNS

For every purchase in our shop you are entitled to a right of cancellation.

The costs for returns have to be paid by the customer.

Upon receipt of your return in our central warehouse you will receive a return confirmation via email. We will then refund the purchase amount on the same means of payment which was used for the payment. Depending on the country and on the payment method this can take up to 2-5 working days.

Good to know

1. Please send an email to our customer care team:

hello@zoeppritz.com - at the latest 14 days after receipt of the goods; together with your order number and which articles you would like to return. To meet the deadline, it is sufficient for you to send the email before the cancellation period has expired.

2. The articles have to be unused and undamaged; all article labels must still be attached to the articles.

3. Pack the articles together with the cancellation form which was part of your package – the form must be completed and signed by you. Alternatively you can also use any other standard cancellation form.

4. Address your package to:
PVS Fashion-Service GmbH
Zoeppritz Quality
Walter-Tron-Straße 3
97437 Haßfurt, Germany

5. Hand the package over to a delivery service provider of your choice, for example to a DHL office. You will then pay the costs for the return directly to the delivery service





PAGE 14

Returns after more than 14 days

If you announce a return later than 14 days after receipt of the goods via email to customer@zoeppritz.com or via any other way according to your right of cancellation, we will decide if we refuse or accept the return on a case-by-case basis, solely on goodwill. Therefore we recommend you meet the 14-day-return policy.

By the way:

We only offer new goods in our shop. Therefore we are of course subject to the current legal warranty on our products. In case of a complaint our customer care team is there to help you: hello@zoeppritz.com

Further questions

If you have further questions our customer service is here to help you: hello@zoeppritz.com or by telephone on +49 (0) 89 943 97 36 33 (from Monday to Friday 11 a.m. – 5 p.m., German local rate)

PAYMENT

For all payment transactions, we use the secure interface of the payment provider Payone GmbH. All information during the payment process is encrypted using SSL, currently the most advanced security software for online transactions. This ensures the protection of your data.

PayPal

If you pay by PayPal you will be directed to PayPal at the end of the ordering process. If you prefer not to create an account, you can confirm the payment as a Pay-Pal guest. You can either pay using your login details, or by opening a new Pay-Pal account.

If you return a purchased item the amount will be credited to your PayPal account, unless you have paid as a guest. In that case, the amount will be credited to your bank account.

Credit card: MasterCard and VISA

Mastercard® Identity Check™ (SecureCode™) and Verified by VISA, as well as PSD2/3D Secure offer additional protection against fraudulent use of credit card data. If you require more detailed information or encounter a problem with the authentication process, please contact your card issuer or your bank directly. If you pay with credit card you need your credit card details as well as your personal security number. Prior to this you need to register just once with your card issuer for this procedure.

If you return a purchased item the amount will be credited back to your card account.

Good to know

By using our payment options no extra charges occur for the customer. We always send an invoice inclusive of VAT as well as a cancellation form along with your order.

Further questions

Our customer service is here to help you:
hello@zoeppritz.com or by telephone on +49 (0) 89 943 97 36 33
(from Monday to Friday 11 a.m. – 5 p.m., German local rate)

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PAGE 15

A. INSTRUCTIONS FOR CANCELLATION

RIGHT TO CANCEL

You have the right to cancel this contract within fourteen days without giving any reason. The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods. To exercise the right to cancel, you must inform us (Zoeppritz GmbH, Lindwurmstr. 125, 80337 München, Deutschland, Tel.: +49 (0) 89 94 39 736 0, Fax: +49 (0) 89 94 39 736 36, E-Mail: hello@zoeppritz.com) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model cancellation form, but it is not obligatory. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

EFFECTS OF CANCELLATION

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you choose a type of delivery other than the least expensive type of standard delivery offered by us) without undue delay and not later than fourteen days after the day on which we are informed about your decision to cancel this contract. We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than fourteen days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired. You will bear the direct cost 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.

GENERAL INFORMATION

1) Please prevent damage to and contamination of the goods. Please return the goods, if possible, in the original packaging with all accessories and all packaging components. If necessary, please use protective outer packaging. If you are no longer in possession of the original packaging, please use suitable packaging providing adequate protection against potential transport damage.

2) Please do not return the goods freight forward.

3) Please note that the above general information in section 1 and 2 is not a precondition for effectively exercising your right to cancel.

B. CANCELLATION FORM

If you wish to cancel this contract, please complete and submit this form.

Zoeppritz GmbH
Lindwurmstr. 125
80337 München
Deutschland
Fax: +49 (0) 89 94 39 736 36
E-Mail: hello@zoeppritz.com

I/We (*) hereby give notice that I/We (*) cancel my/our (*) contract of sale of the following goods (*) /for the supply of the following service (*),

Ordered on (*) _____ / received on (*) _____

Name of consumer(s) _____

Address of consumer(s) _____

Signature of consumer(s) (only if this form is notified on paper) _____

Date _____

(*) Delete as appropriate

ZOEPPRITZ





Page	1/2
Order number	
Order date	
For further inquiries, please keep your order no. ready.	

C A N C E L A T I O N F O R M

If you wish to cancel this contract, please complete and submit this form:

PVS Fashion-Service GmbH, Zoeppritz Quality, Walter-Tron-Straße 3, D-97437 Haßfurt
customercare@zoeppritz.com

I/We hereby give notice that I/We cancel my/our contract of sale of the following goods:

Pos.	Art.-No.	Name of article	Color	Size (cm)	Quantity	Price	Returned quantity
1							☐
2							☐
3							☐
4							☐

ordered on*	received on*
place, date*	signature*

* please fill in





Page	2/2
Order number	
Order date	
For further inquiries, please keep your order no. ready.	

C A N C E L L A T I O N F O R M

Please note our General Terms and Conditions: www.zoeppritz.com/en/terms-and-conditions and all information regarding our return policy: www.zoeppritz.com/en/cancellation

1. Please send an email to our Customer Care-Team: hello@zoeppritz.com - at the latest 14 days after receipt of the goods; together with your order number and which articles you would like to return. To meet the deadline, it is sufficient for you to send the email before the cancellation period has expired. .

2. The articles have to be unused and undamaged; all article labels must still be attached to the articles.

3. Pack the articles together with the completed and signed cancellation form. Instead of the form we provided you, you can also use any other standard cancellation form.

4. Please address your package to:

PVS Fashion-Service GmbH, Zoeppritz Quality, Walter-Tron-Straße 3, D-97437 Haßfurt

Hand the package over to a transport service provider of your choice, for example a DHL office. You will then pay the costs for the return directly to the transport service provider.

5. Upon receipt of your return in our central warehouse you will receive a return confirmation via email. We will then refund the purchase amount on the means of payment which was used for the initial payment. Depending on the country and on the payment method this can take up to 2-5 working days.

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