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IMPRINT

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E-Mail: hello@zoeppritz.com

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:
T +49 (0) 89 943 97 36-33
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. In the following, 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 for data processing on this website within the meaning of the General Data Protection Regulation (GDPR) is 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: 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.

1.3 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.

2) DATA COLLECTION WHEN YOU VISIT OUR WEBSITE

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.

3) COOKIES

In order to make your visit to our website attractive and to enable the use of certain functions, we use so-called cookies on various pages. These are small text files that are stored on your end device. Some of the cookies we use are deleted after the end of the browser session, i.e. after closing your browser (so-called session cookies). Other cookies remain on your terminal and enable us or our partner companies (third-party cookies) to recognize your browser on your next visit (persistent cookies). If cookies are set, they collect and process specific user information such as browser and location data as well as IP address values according to individual requirements. Persistent cookies are automatically deleted after a specified period, which may vary depending on the cookie.

In some cases, cookies are used to simplify the ordering process by saving settings (e.g. remembering the content of a virtual shopping basket for a later visit to the website). If personal data are also processed by individual cookies set by us, the processing is carried out in accordance with Art. 6 (1) point b GDPR either for the execution of the contract or in accordance with Art. 6 (1) point f GDPR to safeguard our legitimate interests in the best possible functionality of the website and a customer-friendly and effective design of the page visit.

We work together with advertising partners who help us to make our website more interesting for you. For this purpose, cookies from partner companies are

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also stored on your hard drive when you visit our website (third-party cookies). You will be informed individually and separately about the use of such cookies and the scope of the information collected in each case within the following sections.

Please note that 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 generally. Each browser differs in the way it manages the cookie settings. This is described in the help menu of each browser, which explains how you can change your cookie settings. You will find these for the respective browsers under the following links:

Internet Explorer:

<http://windows.microsoft.com/de-DE/windows-vista/Block-or-allow-cookies>

Firefox:

<https://support.mozilla.org/de/kb/cookies-erlauben-und-ablehnen>

Chrome:

<http://support.google.com/chrome/bin/answer.py?hl=de&hlrm=en&answer=95647>

Safari: https://support.apple.com/kb/ph21411?locale=de_DE

Opera: <http://help.opera.com/Windows/10.20/de/cookies.html>

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

4) CONTACTING

In the context of contacting 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 form. These data are 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 that there are no legal storage obligations to the contrary.

5) 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 if you provide them to us for the execution of a contract or when opening a customer account. Which data is collected can be seen from the respective input forms. It is possible to delete your customer account at any time. This can be done by sending a message to the above-mentioned address of the controller. We store and use the data provided by you for contract processing. After complete processing of the contract or deletion of your customer account, your data will be blocked in consideration of tax and commercial retention periods and deleted after expiry of these periods, unless you have expressly consented to further use of your data or a legally permitted further use of data has been reserved by our site, about which we will inform you accordingly below.

6) USE OF YOUR DATA FOR DIRECT ADVERTISING

6.1 If you subscribe to our e-mail newsletter, we will send you regular information about our offers. The only mandatory information for sending the newsletter is your e-mail address. The indication of additional possible data is voluntary and is used to be able to address you personally. We use the so-called double opt-in procedure for sending the newsletter. This means that we will not send you an e-mail newsletter, unless you have expressly confirmed to us that you agree to the sending of the newsletter. We will then send you a confirmation e-mail asking you to confirm that you wish to receive future newsletters by clicking on an appropriate link.

By activating the confirmation link, you give us your consent to the use of your personal data in accordance with Art. 6 (1) point a GDPR. When you register for the newsletter, we store your IP address entered by the Internet Service Provider (ISP) as well as the date and time of registration so that we can trace any possible misuse of your e-mail address at a later time. The data collected by us when registering for the newsletter will be used exclusively for the purpose of advertising by means of the newsletter. You can unsubscribe from the newsletter at any time via the link provided in the newsletter or by sending a message to the responsible person named above. After your cancellation, your e-mail address will immediately be deleted from our newsletter distribution list, unless you have expressly consented to further use of your data or we reserve the right to use data in excess thereof, which is permitted by law and about which we inform you in this declaration.

6.2 If you have provided us with your e-mail address when purchasing products, we reserve the right to regularly send you offers for products similar to those already purchased from our range by e-mail. Pursuant to Section 7 (3) German law against unfair competition, we do not need to obtain separate consent from you for this. In this respect, data processing is carried out solely on the basis of our legitimate interest in personalized direct advertising pursuant to Art. 6 (1) point f GDPR. If you have initially objected to the use of your e-mail address for this purpose, we will not send you an e-mail. You are entitled to object to the use of your e-mail address for the aforementioned advertising purpose at any time with effect for the future by notifying the controller named at the beginning. In this regard, you only have to pay the transmission costs according to the basic tariffs. Upon receipt of your objection, the use of your e-mail address for advertising purposes will cease immediately.

6.3 Based on our legitimate interest in personalized direct mail, we reserve the right to store your first and last name, your postal address and - if we have received this additional information from you within the framework of the contractual relationship - your title, academic degree, year of birth and your professional, industry or business name in accordance with Art. 6 (1) point f GDPR and to use them for sending interesting offers and information on our products by letter post.

You can object to the storage and use of your data for this purpose at any time by sending an appropriate message to the controller.

7) PROCESSING OF DATA FOR THE PURPOSE OF ORDER HANDLING

7.1 To process your order, we work together with the following service provider(s), which support us wholly or partially in the execution of concluded contracts. Certain personal data is transferred to these service providers in accordance with the following information.

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The personal data collected by us will be passed on to the transport company commissioned with the delivery within the scope of contract processing, insofar as this is necessary for the delivery of the goods. We will pass on your payment data to the commissioned credit institution within the framework of payment processing, if this is necessary for payment handling. If payment service providers are used, we explicitly inform you of this below. The legal basis for the transfer of data is Art. 6 (1) point b GDPR.

7.2 Use of Payment Service Providers

– Heidepay

When paying by credit card via Heidepay, payment is processed by the payment service provider Heidelberger Payment GmbH, Vangerowstraße 18, 69115 Heidelberg (hereinafter „Heidepay“), to whom we pass on your data provided during the ordering process exclusively for the purpose of payment processing in accordance with Art. 6 (1) point b GDPR. The data will only be passed on if it is necessary for payment processing. To the extent necessary, Heidepay will then transmit your data to HUELLEMANN & STRAUSS ONLINE SERVICES S.A., 1, Place du Marché, 6755 Grevenmacher, Luxembourg, in accordance with Art. 6 (1) point b GDPR.

If you choose the payment method „Purchase invoice via Heidepay“ or „Direct debit via Heidepay“, you will be asked to enter your personal data (first and last name, street, house number, postcode, city, date of birth, e-mail address and telephone number) during the order process. In order to safeguard our legitimate interest in determining the solvency of our customers, we will forward this data to Heidelberger Payment GmbH, Vangerowstr. 18, 69115 Heidelberg (hereinafter „Heidepay“) for the purpose of a credit assessment in accordance with Art. 6 (1) point f GDPR. Based on your personal data and other data (such as shopping cart, invoice amount, order history, payment experience), Heidepay will check whether the payment option you have selected can be granted with regard to payment and/or default risks. In order to decide on the establishment or implementation of a contractual relationship, identity or creditworthiness, information from the following credit agencies may also be included pursuant to Article 6 (1) point f GDPR:

- SCHUFA Holding AG, Kormoranweg 5, 65201 Wiesbaden
- CRIF Bürgel GmbH, Gasstraße 18, 22761 Hamburg
- Arvato Infoscore GmbH, Rheinstraße 99, 76532 Baden-Baden
- Deltavista GmbH, Kaiserstraße 217, 76133 Karlsruhe
- UNIVERSUM Business GmbH, Hugo-Junkers-Straße 3, 60386 Frankfurt am Main
- Bisnode International Group, Robert-Bosch-Straße 11, 64293 Darmstadt
- Regis24 GmbH, Wallstraße 58, 10179 Berlin
- Creditreform AG, Hellersbergstraße 12, 41460 Neuss

The credit report can contain probability values (so-called score values). If score values are included in the result of the credit report, they are based on recognized scientific, mathematical-statistical methods. 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 the controller responsible for data processing or to Heidepay. However, Heidepay may still be entitled to process your personal data if this is necessary for contractual payment processing.

– Paypal

When paying via PayPal, credit card via PayPal, direct debit via PayPal or

- if offered - „purchase on account“ or „payment by instalments“ via PayPal, we transmit your payment data to PayPal (Europe) S.a.r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg (hereinafter „PayPal“). The transfer takes place in accordance with Art. 6 (1) point b GDPR and only insofar as this is necessary for payment processing.

PayPal reserves the right to carry out credit checks for the payment methods credit card via PayPal, direct debit via PayPal or, if offered, „purchase on account“ or „payment by instalments“ via PayPal. For this purpose, your payment data may be passed on to credit agencies on the basis of PayPal's legitimate interest in determining your solvency pursuant to Art. 6 (1) point f GDPR. PayPal uses the result of the credit assessment in relation to the statistical probability of non-payment for the purpose of deciding on the provision of the respective payment method. The credit report can contain probability values (so-called score values). If score values are included in the result of the credit report, they are based on recognized scientific, mathematical-statistical methods. The calculation of the score values includes, but is not limited to, address data. For further information on data protection law, including the credit agencies used, please refer to PayPal's data protection declaration at: <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>.

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

8) USE OF SOCIAL MEDIA

Instagram as Standard-Plugin

Our website uses so-called social plugins („plugins“) of the Instagram online service operated by Instagram LLC, 1601 Willow Rd, Menlo Park, CA94025, USA („Instagram“). The plug-ins are labeled with an Instagram logo, for example in the form of an „Instagram camera“. An overview of the Instagram plugins and their appearance can be found at: <http://blog.instagram.com/post/36222022872/introducing-instagram-badges>.

When you access a page of our website that contains such a plugin, your browser establishes a direct connection to Instagram's servers. Instagram transfers the content of the plugin directly to your browser and integrates it into the page. This integration informs Instagram that your browser has accessed the corresponding page of our website, even if you do not have an Instagram profile or are not currently logged in to Instagram. This information (including your IP address) is directly transmitted from your browser to an Instagram server in the USA and stored there.

If you are logged in to Instagram, Instagram can immediately associate your visit to our website with your Instagram account. If you interact with the plugins, for example by pressing the „Instagram Camera“ button, this information is also directly transmitted to an Instagram server and stored there. The information is also published on your Instagram account and signaled to your contacts.

The described data processing processes are carried out in accordance with Art. 6 (1) point f GDPR on the basis of Instagram's legitimate interests in the insertion of personalized advertising for the purpose of informing other users of the social network about your activities on our website and for the purpose of demand-oriented design of the service.

If you do not want Instagram to associate the information collected through our website directly with your Instagram account, you must log out of Instagram before visiting our website. You can also prevent the loading of the Instagram plugins

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and thus the data processing procedures described above with add-ons for your browser for the future, e.g. with the script blocker „NoScript“ (<http://noscript.net/>). Instagram LLC., based in the United States, is certified for the US-European data protection agreement „Privacy Shield“, which guarantees compliance with the data protection level applicable in the EU.

Please refer to Instagram's privacy policy for the purpose and scope of data collection and the further processing and use of data by Instagram and your rights and setting options for protecting your privacy at: <https://help.instagram.com/155833707900388/>

9) WEB ANALYSIS SERVICES

Google (Universal) Analytics

9.1 This website uses Google Analytics, a web analysis service of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA („Google“). Google Analytics uses so-called cookies, which are text files stored on your computer, to help the website analyze how users use the site. The information generated by the cookies about your use of this website (including the shortened IP address) is generally transmitted to a Google server in the USA and stored there.

This website uses Google Analytics exclusively with the extension „_anonymizelp()“, which ensures an anonymization of the IP address by shortening it and excludes a direct personal relationship. As a result of the extension, your IP address will previously be shortened by Google within member states of the European Union or in other signatory states to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address will be transmitted to a Google server in the USA and shortened there. In these exceptional cases, processing is carried out in accordance with Art. 6 (1) point f GDPR on the basis of our legitimate interest in the statistical analysis of user behavior for optimization and marketing purposes.

On our behalf, Google will use this information to evaluate your use of the website, to compile reports on website activity and to provide us with other services relating to website and internet use. The IP address transmitted by your browser in the context of Google Analytics is not merged with other Google data.

You may refuse the use of cookies by selecting the appropriate settings on your browser. However, we should point out that in that case you might not be able to use the full functionality of this website. You may permanently refuse Google to collect data generated by cookies regarding the use of the website (including your IP address) and to process them. You can download and install the browser plugin available under the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

As an alternative to the browser plug-in or for browsers on mobile devices, please click on the following link in order to set an opt-out cookie which disables Google Analytics to collect data on this website in the future (this opt-out cookie only functions for this browser and this domain. If you delete your cookies on this browser, you must click again on this link): [Disable Google Analytics](#)

Google LLC, based in the United States, is certified for the US-European data protection agreement „Privacy Shield“, which guarantees compliance with the data protection level applicable in the EU.

This website also uses Google Analytics for a device-independent analysis of visitor flows, which is carried out via a user ID. You can deactivate the cross-device analysis of your usage in your customer account under „My data“, „Personal data“.

More information on how Google Analytics handles user data can be found in Google's privacy policy at:

<https://support.google.com/analytics/answer/6004245?hl=en>

9.2 Mouseflow (Mouseflow ApS)

This website uses Mouseflow, a web analysis tool from Mouseflow ApS, Flaesketorvet 68, 1711 Copenhagen, Denmark for the purpose of recording randomly selected individual visits (with pseudonymized IP address only). This results in a record of mouse movements and clicks in order to play back certain website visits on a random basis and to derive potential improvements for the benefit of the website from those records. If personal data is also processed, this is done in accordance with Art. 6 Para. (1) point f GDPR on the basis of our legitimate interest in the statistical analysis of user behavior for optimization purposes.

The processed information will not be passed on to third parties.

You can permanently object to the web analysis of Mouseflow at any time by setting an opt-out cookie. You can download and install the opt-out cookie available under the following link: <https://mouseflow.de/opt-out/>

Further information and Mouseflow's privacy policy can be found at: <https://mouseflow.de/privacy/>

The opt-out cookie is set by Quantcast.

10) TOOLS AND MISCELLANEOUS

10.1 Google reCAPTCHA

On this website we also use the reCAPTCHA function of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA („Google“). This function is mainly used to distinguish whether an entry is made by a natural person or misused by automatic and automated processing. The service includes the sending of the IP address and possibly other data required by Google for the reCAPTCHA service to Google and is carried out in accordance with Art. 6 (1) point f GDPR on the basis of our legitimate interest in determining the individual willingness of actions on the Internet and avoiding misuse and spam.

Google LLC, based in the United States, is certified for the US-European data protection agreement „Privacy Shield“, which guarantees compliance with the data protection level applicable in the EU.

Further information about Google reCAPTCHA and Google's privacy policy can be found at: <https://policies.google.com/privacy?hl=en-GB>

10.2 Google Maps

Our website uses Google Maps (AP'I) of Google LLC., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA („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 in the United States. 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

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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.

Google LLC, based in the United States, is certified for the US-European data protection agreement „Privacy Shield“, which guarantees compliance with the data protection level applicable in the EU.

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>.

11) RIGHTS OF THE DATA SUBJECT

11.1 The applicable data protection law grants you 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, about which we inform you below:

- Right of access by the data subject pursuant to Art. 15 GDPR
- Right to rectification pursuant to Art. 16 GDPR
- Right to erase (“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

11.2 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 FREE-

DOMS, 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.

12) DURATION OF STORAGE OF PERSONAL DATA

The duration of the storage of personal data is determined by the respective legal retention period (e.g. commercial and tax retention periods). After expiry of this period, the corresponding data will be routinely deleted, provided they are no longer necessary for the performance or initiation of the contract and/or there is no longer any legitimate interest on our part in the further storage.

GENERAL TERMS AND CONDITIONS

1) SCOPE OF APPLICATION

1.1 These General Terms and Conditions 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 Terms and Conditions shall apply accordingly, unless expressly agreed otherwise.

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

1.4 A consumer pursuant to these Terms and Conditions is any natural person concluding a legal transaction for a purpose attributed neither to a mainly commercial nor a self-employed occupational activity. A trader pursuant to these Terms and Conditions is any natural or legal person or partnership with legal capacity acting in the performance of a commercial or self-employed occupational activity when concluding a legal transaction.

1.5 Digital content in the sense of these General Terms and Conditions are all data not on a tangible medium which are produced in digital form and are supplied by the Seller by granting certain usage rights precisely defined in these General Terms and Conditions.

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

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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 In case of an order via the Seller's online order form, the text of the contract will be stored by the Seller and will be sent to the Client in writing including these Terms and Conditions (for example via e-mail, fax or letter) after the Client has submitted his order. In addition, the text of the contract will be stored on the Seller's website and can be found by the Client via the password-protected customer account by entering the respective login information, provided that the Client has created a customer account in the Seller's online shop prior to submitting his order.

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 transfer," 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 Should the object of purchase be deficient, statutory provisions shall apply.

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7.2 The Client is asked to notify any obvious transport damages to the forwarding agent and to inform the Seller accordingly. Should the Client fail to comply therewith, this shall not affect his statutory or contractual claims for defects.

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.

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.

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 cancel any contract on the following conditions:

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

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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: customercare@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

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

CANCELLATION FORM

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

**Zoeppritz GmbH customer care, Paul-Hartmann-Str. 73, D-89522 Heidenheim
customer care@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							<input type="checkbox"/>
2							<input type="checkbox"/>
3							<input type="checkbox"/>
4							<input type="checkbox"/>

ordered on* _____ received on* _____

place, date* _____ signature* _____

* please fill in

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

CANCELLATION FORM

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: customercare@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:
Zoeppritz GmbH customer care, Paul-Hartmann-Str. 73, D-89522 Heidenheim
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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DELIVERY

Delivery costs

We ship worldwide with DHL at a flat delivery rate. It includes liability for losses or damage up to EUR 500, 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

EU countries and Switzerland:
14,90 EURO

non-EU 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). You can find more information here: <https://meineinkauf.ch/bestellen/zoeppritz-schweiz/>. 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 4 p.m. – 7 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: customercare@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:
Zoeppritz GmbH customer care,
Paul-Hartmann-Str. 73,
D-89522 Heidenheim
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 provider.

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Returns after more than 14 days

If you announce a return later than 14 days after receipt of the goods via email tocustomer@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: customer@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 4 p.m. – 7 p.m., German local rate)

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 4 p.m. – 7 p.m., German local rate)

PAYMENT

We use heidelpay GmbH's secure interface for all of our payment transaction. All information during the payment process is encrypted in SSL, which is the most progressive security software for online transactions at the moment. The security of your data is thereby guaranteed.

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 PayPal guest. You can either pay using your login details, or by opening a new PayPal 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 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.

Sofort (Direktüberweisung)

Orders from Germany, Austria, Italy, the Netherlands or Belgium can be paid with „Sofort“. By using this payment method, you pay your order in real time directly with your online banking data. The process is TÜV-approved and certified – you only need an activated online banking account with PIN/TAN method. We, the online shop, do not receive any access to your account or your login details at any time.

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

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