

Conditions

General terms and conditions with customer information

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1) Scope

1.1 These General Terms and Conditions (hereinafter "Terms and Conditions") of Senior Service Office c/o von Pawlowski, trading under "Senior Service Office c/o von Pawlowski" (hereinafter "Seller"), apply to all contracts to provide its services to a consumer or entrepreneur (hereinafter "Customer") with the seller regarding the information provided by the seller completes the services presented on its website. This will the inclusion of the customer's own conditions is objected to unless otherwise agreed.

1.2 A consumer within the meaning of these General Terms and Conditions is any natural person who is a concludes legal transactions for purposes that are predominantly neither theirs either commercial or independent professional activity can be.

1.3 Entrepreneur within the meaning of these General Terms and Conditions is a natural or legal entity Person or a legal partnership that at closing

a legal transaction in the exercise of their commercial or independent business professional activity.

2) Conclusion of contract

2.1 The service offers on the seller's website

The product descriptions included do not constitute binding offers on the part of the seller, but serve to provide a binding contract

Offer by the customer.

2.2 The customer can use the offer in the services of

Seller by email, fax, online contact form, post or

give to the seller by telephone.

2.3 The seller can accept the customer's offer within five days

assume,

- by providing the customer with a written order confirmation or

Order confirmation is sent in text form (fax or email), whereby

insofar as the receipt of the order confirmation by the customer is decisive,

or

- by delivering the ordered service to the customer, in this respect

the customer's access to the service is decisive, or

- by asking the customer to pay after placing their order

prompts.

If several of the aforementioned alternatives are present, the contract comes into effect

the point in time at which one of the aforementioned alternatives first occurs

entry. The period for accepting the offer begins on the day after

The customer sends the offer and ends with the

Expiry of the fifth day following the sending of the offer.

The seller accepts the customer's offer within the aforementioned period

does not accept, this is considered a rejection of the offer with the result that the

The customer is no longer bound by his declaration of intent.

2.4 When submitting an offer online as an email or via the

The seller's contact form will contain the text of the contract after the

The conclusion of the contract is saved by the seller and sent to the customer

Sending the order in text form (e.g. email, fax or letter)

transmitted. A further accessibility of the

The contract text is not written by the seller.

2.5 Not applicable

2.6 The German and English languages are used to conclude the contract

available, as well as the Romanian language.

2.7 Order processing and contact usually take place via email and automated order processing. The customer has

to ensure that the email address provided by him to process the order is correct, so that the email address provided by the seller can be found at this address

emails sent can be received. In particular, he has

When using SPAM filters, the customer ensures that all of the

Seller or third parties commissioned by the seller to process the order

emails sent can be delivered.

3) Right of withdrawal

3.1 Consumers generally have a right of withdrawal.

3.2 Further information on the right of withdrawal can be found in the

Seller's cancellation policy.

4) Prices and payment terms

4.1 Unless otherwise stated in the seller's product description

results, the prices given are total prices

include the statutory sales tax. If necessary, additionally

Any delivery and shipping costs incurred will be quoted in the respective

Product description stated separately.

4.2 The payment option(s) will be provided to the customer on the

communicated on the seller's website.

4.3 If advance payment by bank transfer has been agreed, payment is immediate

due after conclusion of the contract, unless the parties agree later

Agreed due date.

4.4 If you select the "SOFORT" payment method, payment will be processed

via the payment service provider SOFORT GmbH, Theresienhöhe 12, 80339

Munich (hereinafter "SOFORT"). To pay the invoice amount

In order to be able to pay "IMMEDIATELY", the customer must have a form for participation

If you have an online banking account that has been activated "SOFORT", you can register with the Legitimise the payment process accordingly and the payment instruction confirm with "IMMEDIATELY". The payment transaction becomes immediate then carried out by "SOFORT" and the customer's bank account charged. The customer can obtain further information about the "SOFORT" payment method on the Internet at <https://www.klarna.com/sofort/>.

4.5 If you select the payment method purchase on account, the purchase price is due, after the goods have been delivered and invoiced. In this case is the purchase price within 14 (fourteen) days from receipt of the invoice to be paid without deduction unless otherwise agreed. The seller reserves the right to use the payment method purchase on account only up to one to offer a certain order volume and use this payment method To refuse to exceed the specified order volume. In this In this case, the seller will provide the customer with his payment information Inform the online shop of a corresponding payment restriction.

The seller also reserves the right to choose the payment method Purchase on account to carry out a credit check and this payment method to be rejected if the credit check is negative.

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5) Delivery and shipping conditions

5.1 If the seller offers to ship the goods, delivery will take place within the delivery area specified by the seller to the from Delivery address specified by the customer, unless otherwise agreed.

When processing the transaction, the order processing is the The delivery address provided by the seller is decisive.

5.2 The delivery of the goods fails for reasons for which the customer is responsible represented, the customer shall bear any costs incurred by the seller as a result reasonable costs. This applies with regard to the costs for the outward journey Shipment will not be made if the customer effectively exercises his right of withdrawal. For the Return costs apply if the right of withdrawal is effectively exercised the customer as stated in the seller's cancellation Policy Regulation.

5.3 If the customer acts as an entrepreneur, there is the risk of accidental damage loss and accidental deterioration of the goods sold the customer as soon as the seller hands over the item to the freight forwarder Carrier or otherwise designated to carry out the shipment

extradited person or institution. If the customer acts as a consumer,
is the danger of accidental ruin and accidental

Deterioration of the goods sold generally only occurs when the goods are handed over
Goods handed over to the customer or a person authorized to receive them.

Deviating from this, there is a risk of accidental loss and
accidental deterioration of the goods sold, including for consumers
already transferred to the customer as soon as the seller sends the item to him
Freight forwarder, the carrier or otherwise responsible for carrying out the shipment
delivered to a specific person or institution if the customer has delivered the
Freight forwarder, carrier or otherwise responsible for carrying out the shipment
specific person or institution commissioned with the execution and the

The seller has not previously named this person or institution to the customer5.4 The seller reserves
the right, in the event of incorrect or
to withdraw from the contract due to improper self-delivery.

This only applies in the event that the non-delivery is not the fault of the seller
is represented and, with due care, a specific one
has concluded a cover transaction with the supplier. The seller
will make all reasonable efforts to deliver the goods
procure. In case of unavailability or only partial

The customer will be informed immediately about the availability of the goods
Consideration will be refunded immediately.

5.5 If the seller offers the goods for collection, the customer can do so
ordered goods within the business hours specified by the seller
pick up at the address provided by the seller. In this case
no shipping costs will be charged.

6) Retention of title

If the seller makes advance payments, he reserves the right to do so until the payment has been
completed

Payment of the purchase price owed takes ownership of the delivered goods
goods in front.

7) Liability for defects (warranty)

7.1 Unless otherwise stated in the following regulations,

The provisions of statutory liability for defects apply. Of this

The following applies differently to contracts for the delivery of goods:

7.2 If the customer acts as an entrepreneur,

- the seller has the choice of the type of supplementary performance

- For new goods, the limitation period for defects is one year

delivery of the goods;

- In the case of used goods, the rights and claims due to defects are excluded;

- the statute of limitations does not begin again if within the scope of liability for defects a replacement delivery is made.

7.3 The limitations of liability and liability regulated above

Shortened deadlines do not apply

- for claims for damages and reimbursement of expenses by the customer,

- in the event that the seller fraudulently concealed the defect,

- for goods that are intended for use in accordance with their normal use

building have been used and its defects are caused

have,

- for any existing obligation of the seller to provide

of updates for digital products, for contracts for the delivery of

Goods with digital elements.

7.4 In addition, the statutory provisions apply to entrepreneurs

Limitation periods for any existing statutory

The right to recourse remains unaffected.

7.5 If the customer acts as a merchant within the meaning of Section 1 of the German Commercial Code (HGB), this applies to him

Commercial obligation to inspect and report complaints in accordance with Section 377 of the German Commercial Code (HGB).

If the customer fails to comply with the reporting obligations regulated there, the goods are considered

approved.

7.6 If the customer acts as a consumer, he is asked to deliver

Goods with obvious transport damage were delivered to the deliverer

complain and inform the seller of this. He comes

If the customer fails to do so, this will have no impact on his statutory or contractual claims for defects.

8) Applicable Law

The law of the parties applies to all legal relationships

Federal Republic of Germany to the exclusion of the laws on

international purchase of movable goods. This applies to consumers

Choice of law only to the extent that the protection granted is not compulsory

Provisions of the law of the country in which the consumer is

habitual residence is withdrawn.

9) Alternative dispute resolution

9.1 The EU Commission provides a platform on the Internet under the following link

available for online dispute resolution: <https://ec.europa.eu/consumers/odr>

This platform serves as a contact point for out-of-court settlement

Disputes arising from online purchase or service contracts involving a consumer is involved.

9.2 The seller is prepared to participate in a dispute resolution procedure

neither obliged nor willing to join a consumer arbitration board.