

## Customer information on the conclusion of distance contracts

For the rest, our general terms and conditions shall apply.

(As of: June 2017)

### 1. Identity of the vendor

You are concluding contracts with  
Sortimo International GmbH

HRB 10424  
VAT-ID no. DE127499573

Dreilindenstraße 5  
86441 Zusmarshausen  
Deutschland

Phone: +49 8291 850-0  
Fax: +49 8291 850-250  
E-Mail: [info@sortimo.de](mailto:info@sortimo.de)

### 2. Conclusion of contracts

As a customer, you can select products from our catalogue and order these products using our order form. You will submit a binding offer to purchase the goods listed in the order form. The contract is concluded only upon receiving an e-mail confirmation of the contract (order confirmation) or delivery of the goods. We shall be entitled to accept the offer to contract inherent in the order within 3 business days after receiving the order or to reject the offer without giving reason. In the latter case, a contract is not concluded.

The contract is concluded subject to the reservation of providing no or only partial performance in the event of inaccurate or inadequate self delivery.

### 3. Delivery

With the exception of a purchase on account, the goods will be shipped once the purchase price is credited to our account or once our payment providers confirmed payment.

Shipment is effected to the address you provided.

### 4. Purchase price

All prices are final and include the applicable statutory VAT.

### 5. Payment modalities

The customer can pay in advance / via bank transfer, by direct debit, credit card, PayPal or on account.

For payments via PayPal, the customer must register at [www.paypal.com](http://www.paypal.com). Paypal.com's terms of use apply.

### 6. Warranty terms

The customer has statutory warranty rights that are modified in accordance with our general terms and conditions. For further details, please refer to our general terms and conditions.

### 7. Alternative dispute settlement (Art. 14 (1) ODR-VO and § 36 VSBG)

The European Commission provides a platform for On-

line Dispute Resolution (ODR) that can be accessed at <http://ec.europa.eu/consumers/odr/>

In this connection, we are also obliged to provide our e-mail address: you can reach our company at [info@sortimo.de](mailto:info@sortimo.de). We are willing to participate in extrajudicial arbitration procedures.

### 8. Additional customer information about the electronic conclusion of contracts

8.1 The products shown in our online shop do not constitute legally binding offers.

You can select a product and place it in your shopping cart by simply clicking the **"add to cart"** button in the product description.

You will start the order process by clicking the **"pay"** and then **"proceed to checkout"** button.

If you wish to proceed without registering, please click the **"checkout as a guest"** button.

Should you wish to register an account with us to facilitate and speed up the order process for future orders please click the **"register"** button. This will take you to our registration page where you can register and set up a customer account by entering your name, address and e-mail address as well as your phone number.

If you are a registered customer you will be able to login using your e-mail and password by clicking the **"login and order"** button.

Once your registration is finalized or you have logged in or proceeded as a guest you will be taken to an input screen asking you to select the payment method and shipment details (delivery address, type of delivery). Please click the **"continue"** button after entering, confirming or adjusting the relevant data to continue the order process.

You will be taken to a final **"order summary"** including all products you wish to order including the total shipping cost (if applicable). Please make sure to review whether all data was entered accurately.

We ask you to read our general terms and conditions including the **withdrawal policy** and our **privacy policy**; please print these documents or save them to your computer. You will only be able to continue the order process after activating the check boxes regarding the **general terms and conditions, withdrawal policy** and **privacy policy**.

Up to this step, you will be able to adjust your entries at any time by clicking the respective **"edit"** button in the final order summary, which will take you back to the respective part of the order process where you will be able to make your desired adjustments.

You can cancel the order process at any time by closing the browser. You will submit a binding offer to conclude a contract

regarding the items in your shopping cart only by clicking the **“place order”** button.

We will send you a summary of your order to the e-mail address you provided immediately after you placed the order. This e-mail includes our general terms and conditions including the withdrawal policy and privacy information.

The purchase agreement is not concluded upon receiving the order acceptance notice – which merely confirms that we received the customer’s order – but only upon our sending a confirmation of the contract via e-mail (order confirmation) or supplying the goods.

#### 8.2 Technical means to adjust input errors

While completing the electronic order process, you will be taken to a final “order summary” of all products including applicable shipping costs prior to sending your declaration of intent. At this point, you will be able to review whether your data was entered correctly and adjust any input errors. By closing the browser, you can cancel the order process at any time.

#### 8.3 Storing of contract data

Order details and the general terms and conditions will be forwarded to you via e-mail in the order confirmation. We will store the contract wording and send you the order details by e-mail. You can find our general terms and conditions on our website. Past orders can be reviewed when logging in to your customer account.

#### 8.4 Language

Contracts with Sortimo are concluded in German.