

Excerpt from our General Terms and Conditions

1. Offers/orders

Our quotations are always non-binding. A binding order can only be cancelled with our consent, whereby we reserve the right to claim reimbursement of costs due to work already incurred.

2. Delivery, shipping and packaging costs

2.1. Shipping and packaging cost within the Federal Republic of Germany will be calculated as follows:

- a) Proportional shipping and packaging costs for consignments with an order value up to €500.00
 - Parcel post..... 12.50 €
 - shipping as a carton..... 35.00 €
 - shipping as a pallet..... 56.00 €
- b) Proportional shipping and packaging costs for consignments with an order value of more than €500.00
 - Parcel post..... 7.50 €
 - by dispatch via shipping company..... 21.50 €
- c) Proportional shipping and packaging costs will be charged for shipment of tricycles and therapy bikes
 - Flat rate..... 75.00 €

2.2. We would like to provide all customers with the opportunity to order spare parts for repairs – regardless of the value of your order. However, in order to be able to cover our costs, we charge a extra charge for low quantities of € 10.50 for orders with a net value of less than 35.00 €.

2.3 International deliveries are made on an EXW basis.

3. Guarantee

The two-year statutory guarantee period shall apply for all products. This begins with the delivery or handover of the goods. Should a verifiable material or manufacturing fault occur within this time period, we shall, after carriage paid return to us, view the indicated damage and, if applicable, either repair or deliver a new product at our discretion.

4. Returns

4.1. Returns have to be announced by telephone and must be delivered free domicile. Goods sent back to us must be sent in the original packaging. A copy of the invoice and a written reason for the return must be enclosed with the returned goods. Otherwise prompt processing cannot be guaranteed.

If a warranty defect applies to the returned goods, the customer will be refunded the costs of return shipment according to the shipment and packaging table specified under point 2. In case of returns for a credit note, we reserve the right to invoice a processing fee of up to 10% of the selling value of goods.

4.2. The acceptance of goods is excluded if the returned goods have been modified or damaged by the customer, display signs of wear or are in an unhygienic condition.

5. Safe disposal of the packaging material

Please assist in disposing of the packaging material professionally in order to promote the recycling of resources. For this reason, separate the packaging materials for recycling according to their classification or return them free of charge for us.

6. Prices and Payment Terms

All prices are understood as ex-works, plus the statutory Value Added Tax on the day of delivery. The goods will be delivered to new customers on an advance payment basis for the first three orders. For existing customers, the invoice amount is due 30 days after issue of the invoice without deductions. If the amount is received by the 10th day after issue of the invoice, a cash discount of 2% of the invoice amount will be granted.

7. Transport damages

The following procedure must be followed to enforce claims for transport damages:

- Examine the goods for damages immediately upon delivery and, if any damage is suspected, only acknowledge delivery with reservation, providing details of the suspected damage (e.g. on the freight document).
- Please promptly report the damage to us by telephone.

The following declaration must be made for our insurance company if damage is identified by the recipient after acceptance:

"The shipment described as follows was accepted by us without any objections, as no visible damage could be identified. However, upon opening the delivery, we noticed that the contents had been damaged and/or stolen during transport. We therefore request that a commissioned representative visits us to establish the damage within 10 working days. We have left the delivery in the condition as at the time of discovering the damage."

If the recipient cannot sign for the contents of this declaration, we are unable to acknowledge the transport damage.