

# Terms and Conditions NagerIT e.V.

## 1. Shipping Costs

The shopping cart always displays the actually incurring shipping costs.

## 2. Delivery Time

If the ordered items are in stock, we will ship in up to 7 business days. We will send an email to the customer if the items are not in stock (as long as we did not include a note about this in the item description).

## 3. Conclusion of the Contract

If you do not pay prepay, the following applies:

You will receive an order confirmation right after you sent the order. The order contract is concluded with the delivery of your order.

If you pay prepay, the following applies:

You will receive an order confirmation right after you sent the order and the contract is immediately concluded with this confirmation.

## 4. Right of Withdrawal

**If the customer is a consumer, he has the right to cancel his order within one month after receiving the items and a written copy of this instructions and as long as he has not ordered a custom-made item. If there has been a mistake with your custom-made product, its order can of course also be cancelled. The cancellation doesn't have to be explained and it has to be made in text form (by email or letter to the address NagerIT e.V. Am Buehel 4, 83673 Bichl, Germany) or by returning the ordered product. It's enough to dispatch the items within the given time to comply to the term. We are bound to refund the payment made within 30 days after the customer has declared cancellation. If the returned items have been damaged by the customer, we deduct this loss in value from the credit. The customer can avoid this loss if he only checks the items as it would have been possible in a retail shop and if he sends them back without traces of use and in the original packing.**

## 5. Limited Warranty

The warranty follows the legal requirements. If there occurs a defect with one of our items within 2 years after the delivery of the item, the customer has the right to choose between a subsequent improvement or a new item, both free of charge. Additionally, the legal rights of redhibitory action, contraction in value or compensation apply if appropriate. **Please contact us before sending back an item.**

## 6. Retention of Title

The items belong to us until they are fully paid for by the customer.