

## General Terms and Conditions (As per September 10, 2019)

### 1. Scope

For all orders via our online shop, the following terms and conditions apply.

### 2. Contracting party, conclusion of contract

The purchase contract is concluded with Dipl.-Ing. (FH) Richard Pankratz.

By placing the products in the online shop, we make an unbinding offer to conclude a contract for these items. You can initially put our products into the shopping cart without obligation and correct your entries at any time before submitting your binding order by using the corrective aids provided and explained in the ordering process. The contract is concluded by accepting the offer for the goods contained in the shopping cart by clicking on the order button. Immediately after sending the order, you will receive a confirmation by e-mail.

### 3. Contract language, contract text storage

The language available for the contract is German.

We save the contract text and send you the order data and our terms and conditions by e-mail. You can see the contract text in our customer login.

### 4. Terms of delivery

In addition to the stated product prices shipping costs are added. You can find out more about the amount of shipping costs in the offers.

You have the option to pick up from Dipl.-Ing. (FH) Richard Pankratz, Marktstraße 4, 9330 Althofen, Austria during the following business hours: Monday to Friday 8 to 16:30.

### 5. Payment

In our shop you can basically use the following payment methods:

#### Payment in advance

If you select the payment method in advance, we will give you our bank details in separate e-mail and deliver the goods after receipt of payment.

#### PayPal, PayPal Express

In the order process you will be redirected to the website of the online provider PayPal. In order to pay the invoice amount via PayPal, you must be registered there or first register, legitimize with your access data and confirm the payment order to us. After placing the order in the shop, we request PayPal to initiate the payment transaction.

The payment transaction will be carried out automatically by PayPal immediately thereafter. You'll get more information during the ordering process.

PayPal: There are plus 0 percent of the purchase price as a cost.

PayPal Express: There are plus 0 percent of the purchase price as a cost.

### IMMEDIATELY transfer

After placing the order you will be redirected to the website of the online provider SOFORT Überweisung. In order to be able to pay the invoice amount via SOFORT Überweisung, you must have an online banking account with PIN / TAN procedure activated for participation in SOFORT Überweisung, have a legitimacy and confirm the payment order to us. You'll get more information during the ordering process. The payment transaction will be carried out immediately after that by SOFORT Überweisung and your account will be debited.

There are plus 0 percent of the purchase price as a cost.

### invoice

From the fifth order possible

### 6. Retention of title

The goods remain our property until full payment.

### 7. Transport damage

If goods are delivered with obvious damage in transit, please complain such errors as soon as possible to the deliverer and please contact us immediately. The failure to file a complaint or contact has no consequences for your statutory claims and their enforcement, in particular your warranty rights. However, they help us claim our own claims against the carrier or the transport insurance.

### 8. Warranty and Guarantees

It applies the legal right of defect. Information on any applicable additional guarantees and their exact conditions can be found in the product and on special information pages in the online shop.

### 9. Dispute resolution

We subject consumers to an alternative dispute resolution procedure with the following Alternative Dispute Resolution Service: Internet Ombudsman: <https://www.ombudsmann.at/>.

Consumers also have the option to contact the EU's online dispute resolution platform: <https://ec.europa.eu/odr>.

You can also address any complaints to [office@cncshop.at](mailto:office@cncshop.at).

**Note: The contract language is German. Only Austrian law. The English version of these translation and terms of business is authoritative. The English version is for information only.**

## Withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The cancellation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, has taken possession of the goods;

To exercise your right of withdrawal, you must contact us

### CNCShop.at

Inhaber Dipl.-Ing. (FH) Richard Pankratz

A-9330 Althofen, Marktstraße 4

Tel.: 04262 50900 Fax.: 04262 50900 22

[office@cncshop.at](mailto:office@cncshop.at)

by means of a clear statement (such as a letter sent by post, fax or e-mail) of your decision to withdraw from this contract.

You can use the attached model withdrawal form, which is not required. In order to maintain the cancellation period, it is sufficient that you send the notice of the exercise of the right of withdrawal before the expiry of the withdrawal period.

### Consequences of the cancellation

If you withdraw from this agreement, we have selected all payments we have received from you, including delivery charges (except for the additional costs arising from your choosing a different delivery method than the most favorable standard delivery we offer have to repay immediately and at the latest within fourteen days from the date on which the notification of your revocation of this contract has reached us. For this repayment, we use the same means of payment that you used in the original transaction, unless otherwise agreed with you; in no case will you be charged for this repayment fees.

We may refuse to repay you until we have the goods back or until you have provided proof that you have returned the goods, whichever is the earlier. You must return the goods to us immediately and in any event not later than fourteen days from the date on which you inform us of the cancellation of this contract. The deadline is met, if you send the goods before the expiry of the period of fourteen days. You bear the immediate costs of returning the goods. You only have to pay for a possible loss in value of the goods, if this loss of value is due to a handling that is not necessary for the examination of the nature, characteristics and functionality of the goods.

Goods that are made according to customer specifications are excluded from the return: cutting, machining, end working or the like.

## Withdrawal form

(If you want to cancel the contract, please fill in this form and send it back) -

- On

CNCShop.at

Owner Dipl.-Ing. (FH) Richard Pankratz

A-9330 Althofen, Marktstraße 4

Tel.: 04262 50900

Fax.: 04262 50900 22

[office@cncshop.at](mailto:office@cncshop.at)

I hereby revoke the contract concluded by me for the purchase of the following goods:

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-Posted on (\*) / received on (\*) .....

-Name of the consumer (s) .....

-Address of the consumer (s).....

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-Signature of the consumer (s) (only on paper).....

-Date .....

(\*) Delete as appropriate.