

General Terms and Conditions of Order UK, EU

1. Scope

These General Terms and Conditions (GTC) shall apply to all orders made via the web shop at OUR SHOP and using the APP, AND OR WEBSITE. Our offers are directed exclusively at consumers. Contractual partner for all orders will be

AEA3 WEB LTD. (AEA3 WEB)

Company Nr.: 13071667

D-U-N-S number 227524682

71-75, Shelton Street, Covent Garden, London, WC2H 9JQ, UNITED KINGDOM

The version of the GTC current at the time of order shall be applicable. Deliveries are only possible within England, and European Union.

The agreement is concluded exclusively in the English language. For deliveries to other countries, please refer to our international shop as well as to the country-specific shops listed under the section "Our Online Shops"

2. Conclusion of Agreement

The displaying of articles in the web shop does not constitute a contractually binding offer from AEA3 WEB LTD., but is only an invitation to place an order. You can find the minimum order value in the price table. You may only order articles in typical household quantities or in the maximum quantity indicated on the respective product detail page. If you click on the button "Buy now" you place a binding order for the articles contained in the shopping basket. We will send you an order confirmation by email immediately after receipt of your order. This does not constitute the conclusion of a purchase agreement. An agreement will only be concluded if we have expressly accepted your order or we have executed delivery to the corresponding extent. We will store the text of the purchase agreement (the content of your order as well as these GTC) and we will send it to you upon request. AEA3 WEB LTD. shall remain the owner of the goods until complete payment of the purchase price.

3. Prices and Shipping Costs

The prices indicated in the web shop at the time of order shall be applicable. The prices indicated include the statutory value added tax. Shipping costs and other potential separate charges incurred depending on the payment method will be added. The order is subject to minimum order value. You can find the shipping costs and further charges in the price table.

4. Terms of Payment

We reserve the right to not make certain types of payment available for individual orders. If costs accrue for the money transaction you will have to bear these costs. You can find the minimum order value in the price table.

5. Delivery and Time of Delivery

You can see the time of delivery on the respective product detail page as well as in the order overview before placing your order. AEA3 WEB LTD shall be entitled to extend the delivery period if our supplier does not deliver the goods correctly or on time despite a proper order (congruent covering transaction) and we are therefore unable to meet the delivery deadline vis-à-vis you. This does not apply if we are responsible for the non-availability of the goods on the delivery date. AEA3 WEB LTD will inform you immediately about the non-availability and inform you of the new delivery date.

6. International Customer Service

We will provide you with accessible, convenient and comprehensive customer service. The international customer service of all AEA3 WEB companies will be available to you for order processing.

7. Liability and Warranty

AEA3 WEB shall be liable without limitation for willful misconduct or gross negligence by AEA3 WEB, its legal representatives or vicarious agents. AEA3 WEB shall be liable for slightly negligent breaches of material contractual duties (cardinal duties) for the foreseeable damage typical for this type of agreement. Material contractual duties are obligations, the breach of which jeopardizes the purpose of the agreement or the fulfilment of which is crucial for the proper performance of the agreement and on which a contracting party may normally rely. AEA3 WEB shall not be liable for the slightly negligent breach of obligations other than the ones stated in the preceding sentences. The above limitations on liability shall not apply to injury to life, body or health, to a defect after assumption of a warranty for the condition of the product or to fraudulently concealed defects. Liability pursuant to the UK Product Liability Act shall remain unaffected. To the extent that the liability of AEA3 WEB is excluded or limited, this shall also apply to the personal liability of representatives and vicarious agents of AEA3 WEB. Of course, you shall be entitled to statutory warranty rights.

8. Right of Revocation and Returns

8.1 Right of Revocation and Exceptions

You may revoke your order pursuant to the statutory right of revocation without specifying any reason. For more detailed information, please refer to the right of revocation policy. To exercise the right of revocation, you can use our revocation form or you can formulate your own declaration of revocation. You will need the Adobe Acrobat Reader (available free of charge) for displaying and printing the information regarding returns. For returns, we shall provide you with a return label available in the returns portal. You are not obliged to use such a return label.

Sample Revocation Form

For exercising the right of revocation, you can use this form or you can formulate your own declaration of revocation. You will need the Adobe Acrobat Reader (available free of charge) for displaying and printing the information regarding returns.

An: address

Email: <mail address>

I/we (*) hereby revoke the agreement which I/we (*) entered into for the purchase of the following goods (*)/provision of the following service (*):

Order number (*)

Ordered on (*) / received on (*)

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s) (only on notification in paper form)

Date

(*) Please delete as appropriate

Please note: The right of revocation does not apply to agreements

- for the delivery of audio or video recordings or computer software, such as games (eg. CDs, LPs, DVDs, USB Storage) in a sealed package if the seal was removed after delivery;
- concerning services where AEA3 WEB has completely rendered the service and if you were aware and have expressly agreed prior to ordering that we can begin rendering the service and you will lose your right of revocation upon complete fulfilment of the agreement.

Revocation Policy

Standard revocation policy for exercising your right of revocation regarding agreements for the purchase of goods

Right of Revocation

You have the right to revoke this agreement without providing grounds within fourteen days. The revocation period is 7 days and starts to run from the date on which you, or a third party authorised by you, other than the carrier, has taken delivery of the goods or, for digital contents which are not delivered on a physical data carrier (e.g. CDs or DVDs, USB Storage) and services, from the date of the conclusion of the agreement.

In order to exercise your rights of revocation, you must contact us at

AEA3 WEB LTD.

71-75, Shelton Street, Covent Garden, London, WC2H 9JQ, UNITED KINGDOM

Phone:

+43 681 1077 8018 – Austria, International | +43 681 8179 2529 – EU | +44 745 803 8224 – United Kingdom | +36 30 162 3485 – Hungary

Email: (support@aea3.org)

<https://supportdesk.aea3.net>

Contact: Mon-Fri

Email: aea3stores@outlook.com

Inform us through an express declaration of your decision to revoke this agreement (e.g. a letter sent by post, telefax or email). You may use the sample revocation form attached below, yet this is not mandatory. For adherence to the revocation term it is sufficient that you send the notification regarding your exercising of your rights of revocation prior to the expiry of the revocation term.

Return Address(es): Physical goods

from European Union (exception Hungary):

AEA3 WEB LTD *POSTLAGERND
Bahnhofstraße 4, 7471 Rechnitz, Austria

from United Kingdom

AEA3 WEB LTD *POSTLAGERND
Bahnhofstraße 4, 7471 Rechnitz, Austria

from Hungary

AEA3 WEB LTD *POSTLAGERND
Bahnhofstraße 4, 7471 Rechnitz, Austria

Package delivery service provider(s):

EU, UK

<https://gls-group.com>

<https://post.at>

Hungary

<https://gls-group.com>

Parcel Tracking:

<https://gls-group.com/GROUP/en/parcel-tracking>

<https://www.post.at/en/s/track-and-trace-search>

Consequences of Revocation

In the event that you should revoke this agreement, we shall return all payments that we have received from you including delivery costs (excluding additional costs arising from you selecting a form of delivery other than the standard, low-cost delivery we offer), at the latest within fourteen days from the date that we receive your notification of revocation of this agreement. For this refund we shall utilize the same payment method that you used for the original transaction, unless any alternative method is expressly agreed with you; under no circumstances will you be subjected to charges for this refund. We may refuse to execute the refund until we have received the returned goods, or until you have provided proof that you have returned the goods, whichever date is earlier. You will have to return the goods to us without undue delay and no later than within fourteen days of the date on which you informed us of your revocation of the agreement. The deadline is deemed to have been met if you dispatch the goods before the expiry of the fourteen day period. The immediate cost of returning the goods shall be borne by you. You shall only bear any loss of value to the goods if such a loss of value results from any handling of the goods other than that which is necessary to ascertain the nature and functioning of the goods.

8.2 Our Voluntary Take-back Guarantee

Without prejudice to your statutory right of revocation, we grant you a voluntary take-back guarantee extended to a total of 14 days for articles which are also subject to the statutory right of revocation. The prerequisite for the 14 day take-back guarantee is that you have worn/tried out the goods only for fitting, as in a retail shop, and that you return the goods completely, in their original state, intact and without damage, in the original retail packaging.

Apart from that, the same conditions shall apply to the voluntary take-back guarantee as to the statutory right of revocation (see revocation policy above), extended to 14 days.

Online dispute resolution pursuant to Art 14 (1) ODR-VO: The European Commission offers a platform for online dispute resolution (ODR) available under ec.europa.eu/consumers/odr/.
Dispute resolution before a consumer dispute resolution authority (Section 36 VSBG): We are neither prepared nor obligated to participate in a dispute settlement procedure before a consumer arbitration body.

Final Provisions

These conditions as well as all purchase agreements concluded in accordance with these conditions shall be governed by UK Law without regard to the UN Convention on Contracts for the International Sale of Goods. If you as a private final consumer do not have a place of residence within the European Union, then the place of jurisdiction shall be our registered office. We thank you for the trust you have placed in us and for your interest in our company. Our customer service will be pleased to answer any questions you may have. We are looking forward to your order.

FORCE MAJEURE

The Seller shall not be under any liability for any failure to perform any of its obligations under the order due to Force Majeure. Following notification by the Seller to the Buyer of such cause, the Seller shall be allowed a reasonable extension of time for the performance of its obligations and include (but are not limited to) the following from a nonexhaustive list of events such as:

- act of God, explosion, flood, tempest, fire or accident;
- war or threat of war, terrorist atrocities, sabotage, insurrection, civil disturbance or requisition;
- acts, restrictions, regulations, by-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority;
- import or export regulations or embargoes;
- strikes, lock-outs or other industrial actions or trade disputes (whether involving employees of the Seller or of a third party);
- difficulties in obtaining raw materials, labour, fuel, parts or machinery;
- power failure or breakdown in machinery;
- non-performance by suppliers or Service Providers undergoing an Insolvency Event;
- unforeseeable shortages in the availability of personnel caused by epidemic or pandemic;
- economic recession.

Effective Date: 18.04.2024