

## **General delivery- & payment conditions of Reitsport Schockemoehle GmbH, Muehlen - Germany**

### **1. Prices:**

With printing of this new catalogue "Pro Equipment" only the displayed catalogue prices are valid. All other and old prices (before July 2008) lose their validity. The German VAT (Value added Tax) is included in our prices and shown separately on our invoices. Reitsport Schockemoehle cannot be held liable for any errors concerning prices.

Following articles are not subject to the bonus system of Reitsport Schockemoehle: books, magazines, videos, CD's, DVD's, stable tags, food, horse clippers and saddle cabinets.

### **2. Payment conditions Germany:**

Payment directly upon receipt, bank-debit combined with our 14-days Money-Back-Guarantee if goods are sent back without damage, bank transfer done in advance, credit card charge (VISA, Barclays Card, EUROCARD, MasterCard, American Express) or cash on delivery.

Payment conditions foreign countries:

Per credit card charge (VISA, Barclays Card, EUROCARD, MasterCard, American Express) at the day of dispatch with our Money-Back-Guarantee. There is an option of forward payment by international bank transfer. Goods will be dispatched after money is credited on our account. Payment by cash on delivery within the EU membership nations.

### **3. 14-days Money-Back-Guarantee:**

(expansion 4 weeks to foreign countries). All goods bought at Reitsport Schockemoehle are subjects to our Money-Back-Guarantee as listed above. This means that with our international customers the goods have to be returned or exchanged in a new condition 4 weeks after they have arrived at the customer. In this case Reitsport Schockemoehle will refund the complete salesprice directly after having received the returned goods with the attached original invoice. Delivery charges can not be refunded.

Excluded to the guarantee are goods, which are specially custom made or have been turned into personalized goods as i.e. embroidered articles. Also this includes articles, which have been excluded of the Money-Back-Guarantee especially by Reitsport Schockemoehle at the day of sales.

The Money-Back-Guarantee is binding only if the goods have been returned to Reitsport Schockemoehle in the same condition they left our mail-order-office without any damage. Freight or other costs besides the salesprice cannot be credited to foreign customers.

### **4. Deliveries:**

Deliveries are made from Muehlen in Germany, if not otherwise agreed to.

Transportations takes place on invoice and risk of the customer. Insurance of the transported goods will be done only if specially agreed to by the customer and are on account of the customer.

## **5. Freight charge:**

The following freight charges will be charged for shipments within Germany:

Package up to 32 kg: 5,- Euro

Whips over 150 cm length: 6,50 Euro

Package above 20 kg or other voluminous goods: charges offered on special request.

Payment cash on delivery is only possible within the EU nations and will be charged with an extra 5,- Euro.

Freight to foreign countries will be offered on request due to foreign specific freight charges of the carrying company.

## **6. Right of ownership:**

The delivered goods remain property of Reitsport Schockemoehle as long as they are not completely paid in any kind. The customer is not allowed to sell the goods to any third party or put a mortgage on the goods which are not completely paid. If the customer is selling goods from Reitsport Schockemoehle, he or her has not completely paid, it is only possible, if the salesprice is being forwarded directly to Reitsport Schockemoehle.

## **7. Warranty**

Please reclaim at once mistakes of the products concerning obvious material - or production failures or also transport damages during the delivery.

If any mistakes on the purchased items occur during the legal time of warranty you will have the right for new fulfillment, for elimination of these mistakes or for a new delivery or, if other legal conditions are given through the German law, further claims for reductions of price or cancellation of the complete order.

## **8. Tax-free-shopping:**

Customers coming from countries belonging to the European Community are allowed to buy net-prices without VAT if they can present a valid international VAT number, which is normally given only to registered companies. Concerning deliveries to countries out of the European Union the German VAT (Value added Tax) as well as custom duties have to be taken over by the customer. Transport costs, COD (Cash-on-delivery), VAT or custom duties are non refundable for returned goods.

## **9. Catalogue delivery:**

The delivery of the catalogue "Pro Equipment" within Germany is non-binding and free of charge. For the European foreign countries we take a postage lump sum of 5,- Euro. For overseas delivery we charge 10,- Euro.

## **10. Copyright:**

The logo "Reitsport Schockemoehle" as well as parts or the completeness of this catalogue are subject to a copyright owned by Reitsport Schockemoehle.

Publications of any kind of these protected contents are not permitted without the special acceptance of Reitsport Schockemoehle. The logo "Reitsport Schockemoehle" is a registered trademark.

## **11. Receipt of credit note after return of goods:**

After receipt of your return shipment (the goods need to be returned in their original

packaging and original state) you will receive a credit note on the amount of the goods. You will receive a refund in the amount of the goods, if you have not ordered a new item or if you have not received an exchange shipment.

**12. New order after return of goods:**

Due to two different work processes in handling your return and taking your new order, we ask you to always send your exchange order separately to us via Fax, Mail, Phone (+49-(0)5492-5577-0) or through our Online-Shop [www.schockemoehle.net](http://www.schockemoehle.net).

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