

Standard Terms and Conditions

zLabels

Standard Terms and Conditions (T&Cs) for orders placed online at www.mai-piu-senza.com

We would like to familiarise you below with our standard terms and conditions, which govern how we process and settle your purchases.

The website www.mai-piu-senza.com offers products for sale.

1. Formation of contract and delivery of merchandise

1.1 For orders placed online at www.mai-piu-senza.com, we enter into German language contracts only. When you order a product, your contract is formed with zLabels GmbH, Neue Bahnhofstraße 11-17, 10245 Berlin.

1.2 By clicking on "Buy now", you are placing a binding order for the items in your shopping cart. Once you have submitted your order, we will immediately send you an e-mail confirmation of your order. A binding contract is formed when you receive the order confirmation from us.

1.3 Please note that, by way of exception, we are under no obligation to deliver your order if our suppliers fail to deliver stock correctly or on time, despite us having followed proper ordering practice at our end (matching purchase transaction (*kon-gruentes Deckungsgeschäft*)). For this exception to apply, we must not be legally responsible for the merchandise being unavailable, and we must have notified you of the situation without undue delay. In addition, we must not have assumed a procurement risk in relation to the ordered merchandise. If merchandise is unavailable, we will refund any payments made by you without undue delay.

1.4 We do not assume the risk of having to procure ordered merchandise elsewhere (procurement risk). This applies also to orders for generic goods (where only the type and features of the goods are described). We are obliged only to make deliveries from our available stock and from the stock we have ordered from our suppliers. We deliver within Germany. Where time periods are expressed in working days, we understand working days to mean all of the days between Monday and Friday inclusive, but not public holidays.

2. Prices and shipping costs

2.1 The prices set out in the offer as at the date on which the order is placed shall apply. The stated prices are final prices (totals), in other words they include German value added tax at the applicable statutory rate. The merchandise remains our property, as the case may be, until full payment of the purchase price.

2.2 There is no charge for shipping costs.

2.3 Merchandise will be delivered within 5 working days at the latest.

3. Payment

3.1 We generally accept the following payment methods: credit card and payment through Paypal. We reserve the right not to accept certain payment methods for a given order and to refer to other payment methods. Please note that we only accept payments from accounts within the European Union (EU). You are responsible for any costs associated with money transactions.

3.2 In the case of credit card purchases, your card will be charged when we ship your order.

3.3 You consent to receiving credits solely in electronic form.

4. Statutory right of revocation

When you purchase a zLabels merchandise you have a statutory right of revocation:

The first thing you should know is that if you decide to return merchandise, you can use the return shipping label enclosed with your order, or you can contact Customer Care to request one (contact details below). Please help us to avoid unnecessary costs by always using the return shipping label when returning merchandise.

Information regarding the right of revocation:

You have the right to revoke this contract within 14 days without giving any reasons. The period of revocation is 14 days from the day on which you, or a third party designated by you (but who is not the carrier), took possession of the last item of merchandise.

In order to exercise your right of revocation you must notify us (zLabels, Neue Bahnhofstraße 11-17, 10245 Berlin, e-mail: customerservice@mai-piu-senza.com, Fax: +49 (0)30 40 500 736) of your decision to revoke the contract by sending us an unequivocal declaration (e.g. a letter sent by post, a fax or an e-mail). If you wish, you may use the attached revocation form, but there is no requirement to do so.

You may also complete and submit the revocation form or other unequivocal declaration online through the contact form on our website. If you submit your notice of revocation online, we will send you a confirmation of receipt without undue delay (e.g. by e-mail). You will be deemed to have complied with the revocation period if you send your notice of revocation before such period expires.

Consequences of revocation

If you revoke this contract, we are required to refund all payments we received from you, including delivery costs (except any additional costs incurred as a result of you choosing a delivery method other than the lowest-cost standard delivery offered by us), without undue delay and at least within 14 days from the day on which we received your notice of revocation of this contract. Refunds will be processed using the same method of payment which you used for the original transaction, unless expressly agreed otherwise with you. We will not charge you any fees for the refund. We may hold off completing your refund until we have received the merchandise back, or you have supplied us with proof that you have returned the merchandise, whichever occurs earlier. You are obliged to return or hand over all merchandise to us without undue delay, but at least within 14 days from the day on which you gave us your notice of revocation of this contract.

The above requirement is deemed satisfied if you return the goods before expiry of the 14-day period. We will assume the return shipping costs, provided you use the return shipping label provided by us for shipment from the country in which delivery was made to you, otherwise you will be required to pay the return shipping costs. You are only obliged to cover any depreciation in the value of merchandise if the depreciation is attributable to your improper handling of the merchandise when examining its condition, properties and function.

Revocation form

(If you wish to revoke the contract, please complete this form and return it to us)

Attn: zLabels, Neue Bahnhofstraße 11-17, 10245 Berlin, e-mail: customerservice@mai-piu-senza.com, Fax: +49 (0)30 40 500 736

I/we (*) hereby revoke the contract concluded by me/us (*) to purchase the following merchandise (*):

- ordered on (*)/received on (*)
- name of customer(s)
- address of customer(s)
- date

(*) Delete where applicable

End of notice

5. Option to return merchandise up to 28 days after receipt

5.1 Without prejudice to your statutory right of revocation, we offer you the option of returning merchandise within 28 days of you receiving them. This return option allows you, even after the 14-day revocation period has expired (see "Information regarding the right of revocation" above), to cancel the contract by returning the merchandise to us within 28 days of receiving them (this period commences upon your receipt of the merchandise).

5.2 If you are returning zLabels merchandise, you can use the return shipping label enclosed with your order. Please contact Customer Care if you have any problems with returns.

5.3 Your merchandise will be deemed returned within 28 days if you send it within such time. However, your exercise of this return option is preconditioned upon you having worn/tried on the merchandise only as you would have in a shop, and upon the merchandise being returned in full in its original condition, intact and undamaged, and in its original packaging. Until the period for exercising the statutory right of revocation expires, the statutory provisions governing this right shall apply exclusively. The option to return merchandise does not limit your statutory warranty rights, to which you remain entitled without qualification.

6. Refunds

Any refunds are paid automatically to your Paypal/credit card account.

7. Customer Care

Our Customer Service Team can be contacted on:

German hotline: +49 30 209681299 from Mon - Sun (9am-6pm)

By e-mail: customerservice@mai-piu-senza.com

By fax: FAX +49 (0)30 40 500 736

8. Statutory liability for defects and further information

11.1 The relevant statutory provisions govern our liability for defects.

11.2 These T&Cs can be viewed at www.mai-piu-senza.com. You can also print or save this document by selecting the usual commands in your web browser (usually File -> Save as).

11.3 You can also easily archive your order details by either downloading the T&Cs and using the appropriate commands in your browser to save the order summary appearing on the last page of the online shop ordering process, or by waiting to receive the automatic order confirmation which we also send to your nominated e-mail address upon completion of your order. The order confirmation e-mail includes your order details and our T&Cs and can be easily printed out or saved with your e-mail programme.

Kind regards,

zLabels GmbH

Neue Bahnhofstraße 11-17, 10245 Berlin

Managing directors: Robert Gentz, David Schneider, Jan Wilmking, Christian Baier

Registered with the Local Court (Amtsgericht) of Charlottenburg Berlin, HRB 123975 B

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