

Supplier
Close Up GmbH
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Germany

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These are the five simple steps you need to take for placing an order on our website:

1. Place items in the shopping cart (by clicking the "Add To Cart" button),
2. Enter your address and your payment details,
3. Enter your email address (so that we may inform you about your rights to cancel an order),
4. Check the information you provided and confirm everything is correct
5. Click the "BUY NOW" button.

Information about when the sales contract goes into effect can be found under the applicable paragraph in our T&C's. Further information about the order process can be found on our help pages.

Conclusion of contract

Before finalizing your order, after the order processing step 3, you will have the option to check and change/correct your personal information (e.g. name, address, payment method as well as the items you placed in your cart). The representation of the products in our online shop does not constitute a legally binding offer but a non-binding online catalogue. After completion of the ordering process at closeup.de and after confirming your order by clicking the "send order" button, you will have entered into a legally binding contract with Close Up for the items in your shopping cart. Immediately after you place your order you will be sent an automated email confirmation for your order. We may accept your order by either sending a separate order confirmation email or by delivery of the ordered goods within five days. If you chose pre-payment as your payment option, the contract becomes legally binding with confirmation of your order.

The conclusion of the contract will occur in either of the following languages:

German
English

Storage options and access to contract

These terms and conditions as well as other policy provisions together with your order information are accessible during the order process. You can easily archive this information by either downloading our terms and conditions and the data collected during your order process in our web-shop by the use of your browser's save option or you can wait for the automated order confirmation email which will also be sent to the email address you provided after your order has been finalized. The order confirmation email will again include the policy provisions together with the data of your order as well as these terms and conditions and can simply be printed off or stored with your email program.

The wording of the contract will be stored on our servers but will not be directly accessible by you for safety reasons. We offer every customer a password protected access („login“). After registering you can manage your data there and view your order information. The customer obligates himself to keep his login information confidential and not to provide this information to any unauthorized third party. A current version of our terms and conditions can be found on our website.

Terms of delivery

Shipment

The shipment of goods within Germany as well as internationally will be carried out by the postal service or, in some cases, via parcel service.

Shipping charges

| | |
|--|---------|
| Germany (DE) | 5,90 € |
| Austria (AT) | 5.50 € |
| All other European countries except Turkey (TK), Norway (NO), Bosnia and Herzegovina (BA), Kroatia (HR), Serbia (RS) | 7.99 € |
| Non European countries, Turkey (TK), Norway (NO), Bosnia and Herzegovina (BA), Kroatia (HR), Serbia (RS) | 25.50 € |

Orders via COD (Cash On Delivery) and direct debit are not available for shipments outside of Germany. In some instances we reserve the right to only deliver goods against pre-payments.

Most of our posters come rolled (not folded) except for where otherwise stated.

General terms of delivery

1. Delivery

If an item is displayed as “in stock” on our website, the shipment normally occurs within 1-3 days. Generally, due to administrative reasons, subsequent deliveries of products which are temporarily not available, are not possible. If you placed items in your shopping cart which are temporarily not available, you will have the option to select a delivery date. Should certain items no longer be available, any overpayment via pre-payment will be refunded either via check, Paypal or wire transfer. On orders placed via invoice, direct debit, credit card or COD the correct and final invoice amount will be charged.

Attention: We urge you to always select replacement items in case one or more of the ordered items are no longer available so that your order does not fall under the minimum order amount for e.g. discount levels (also see payments) or similar.

If the packaging shows clear signs of damage upon receipt, you should always refuse the package with a note to the postal worker why the order was refused (it may be advisable to get the name of the postal worker). Should you notice a damage to the order or a potential mis-delivery of items be noticed after you receive your order, please get in touch with us right away so that we may arrange for a pick-up of the damaged or falsely delivered goods if necessary.

2. Prices, minimum order value, payment

All prices are inclusive of the statutory VAT of 19%. All prices are exclusive of Shipping charges, COD charges, or additional processing fees. Prices are effective and binding at the time of order placement. If bargain

or special pricing is limited to a specific duration of time, the duration of such special pricing will be displayed on the detail page of each applicable item. Shipments to non-EU countries may be subject to additional customs charges, taxes and other fees.

Additional information about customs charges may be found at: http://ec.europa.eu/taxation_customs/dds/cgi-bin/tarchap?Lang=DE,

Additional information about import taxes may be found at: <http://auskunft.eztonline.de/ezto/Welcome.do>

Switzerland specific fees and charges may be found at: <http://xtares.admin.ch/tares/login/loginFormFiller.do>

The minimum order value is 6,00 €.

We offer the following payment options:

- advance money transfer from your bank account or via Sofortüberweisung. Additional bank charges incurred are to be paid by the customer. Payments may be transferred to:
 - within Germany:
Account holder: Close Up, Schönbergstraße 39, D-73760 Ostfildern
Bank: Postbank
SWIFT/BIC: PBNKDEFF
Account/IBAN: DE82600100700207845703
 - transfers within the EU (outside of Germany)
Account holder: Close Up, Schönbergstraße 39, D-73760 Ostfildern
Bank: Commerzbank
SWIFT/BIC: DRESDEFF600
Account/IBAN: DE90 600 800 00 0251612302
 - Non-EU transfers:
AccountNo: 251612302 Swift: DRESDEFF600
Commerzbank Stuttgart,
Postfach 10 60 64,
70049 Stuttgart, Germany
- Last name (cash on delivery), that means the post office collects the total invoice amount including shipping fees at delivery. As shipping fees we calculate an amount of 6,80 Euro for cash on delivery. Payment with last name /cash on delivery is only possible in Germany.
- credit card (Euro/Mastercard or Visa)
- PayPal
- direct account debit by means of direct debit authorisation (only applicable to German accounts, max. € 100.00)
- Payment via terms (invoice). Payment via terms is an offer handled through our external partner Billpay GmbH. If you select payment via invoice as your purchase option, an additional handling fee of 2,00 € will be charged to your order total. The invoice amount including handling fees and any applicable shipping charges is to due and to be paid in full to our external partner Billpay GmbH by the date stated on the invoice (20 days after shipment of the order). The option of payment via terms is not available for all customers or services and requires a successful identity- and creditcheck prior to your purchase. Detailed information about payment via Billpay can be found here.
If you chose Billpay as your payment option, Close Up GmbH will still be responsible and in charge of customer service questions (e.g questions about the product, delivery times, shipment), returns, customer complaints, the customer's right to cancel/withdraw from an order, return shipments or credits.

In some instances, we reserve the right to ship orders only upon pre-payment, COD or via credit card. This may occur especially in cases where there are still balances due from previous orders.

We offer the following discounts:

- Orders placed with a value of € 125.00+ will receive a 3% discount
- Orders placed with a value of € 200.00+ will receive a 4% discount

3. Reservation of Proprietary Rights

Delivered goods remain the property of 'Close Up GmbH' until all outstanding balances have been paid in full.

4. Warranties and limitation

The statutory limitation period for warranty claims is 2 years and commences with the date of delivery ie. receipt of the case by the buyer.

5. Returns charges

If the consumer uses his right to cancel according to No. 6, he is to carry the cost of returning the goods as long as the delivered goods correspond to the goods ordered and the price of the goods does not exceed 40 Euros. If the price is greater than 40 Euros and the consumer has not yet made payment in full or, if previously agreed upon in contract, partial payment by the time he makes use of his right of cancellation he is also to carry the cost of any return charges.

6. Returns, replacements, refunds / cancellation instruction

Contract withdrawal

You may withdraw from the contractual agreement within 14 days without giving a reason in written form (e.g. letter, fax, email) or by returning the goods prior to the expiration of the revocation deadline. The deadline commences with the receipt of these instructions in written form but not before the consumer receives the goods (in case of subsequent shipments of similar goods the deadline commences with the receipt of the first shipment) and also does not commence before our compliance with the obligation to inform according to article 246 paragraph 2 in connection with paragraph 1, section 1 and 2 EGBGB as well as our obligations according to paragraph 312g, section 1 sentence 1 BGB in conjunction with article 246 paragraph 3 EGBGB. In order to meet the deadline for the withdrawal period it is sufficient to send your withdrawal or return the goods within the 14 day deadline. The withdrawal from the contract or the return of the goods must be sent to:

Close Up GmbH
Schönbergstraße 39
D-73760 Ostfildern

Consequences of contract withdrawal

In case of an effective withdrawal from the contract, attainments received by both parties and potential utilization (e.g. interest) are to be surrendered. If you are unable to return the goods in part or in full or the goods show signs of use or are impaired, you may be required to compensate us for the lost value. You may only be required to compensate us for impairment or utilization of the goods if such utilization or impairment is due to the use of the goods beyond the examination of its features and functionality. Examination of the goods' features and functionality means the testing of the goods as you would be able to and is common practice in any store. All parcels able to be shipped via the postal service are to be returned at our risk. You are responsible for the cost of returning the goods as long as the delivered goods correspond to the goods ordered and the price of the goods does not exceed 40 Euros. If the price is greater than 40 Euros and you have not yet made payment in full or, if previously agreed upon in contract, partial payment by the time you make use of your right of cancellation you are also to carry the cost of any return charges. If the above is not the case, the cost of returning goods is our responsibility. If the goods are not able to be shipped via parcel service, they will be picked up from your location via freight carrier.

Any reimbursement of payments must be made within 30 days. The deadline for customers commences with

the submittal of the cancellation or the return shipment of the goods and for us commences with their receipt. End of the consequences of contract withdrawal.

7. Security

We protect the transfer of your personal information via SSL-encryption!

What is SSL?

SSL (Secure Socket Layer) is a security technology that ensures that your personal data, including credit card information, your login information and your payment method via the Internet are safely transferred. The data is encrypted so that it is only legible by the payment system.

What settings are encrypted?

The encryption protocol used is SSL 3.0 key length: RSA 1024 Bit, RC4 128Bit. Please keep in mind that certificates with a key length of 1024 Bit are only supported by browser versions 5.x. The maximum encryption on older browser versions is 512 Bit.

What settings are encrypted?

- Personal data/information (address, phone, etc.)
- Login information (user ID and password)
- Selected payment method
- Credit card and account information

8. Disposal

Note according to the battery regulation

Batteries do not belong in the garbage. As a consumer you are legally obligated to return used batteries. You can return your old batteries to public collection points in your community or anywhere where batteries are sold. You may of course return used batteries that you purchased from us to:

Close Up GmbH
- Used Batteries -
Schönbergstraße 39
73760 Ostfildern

Batteries containing harmful substances are marked with these signs:



Pb = Battery contains lead

Cd = Battery contains cadmium

Hg = Battery contains mercury