

# Terms and conditions

## 1. Conclusion of the Contract

By placing an order you enter into a binding contract with us. You will then receive an order confirmation per email or the delivery itself. The sales contract is only finalized when we send you email confirmation of your order or when you receive the goods ordered. Information about cancelling an order can be found at the end of this document.

### 1.a) Online Orders / PayPal / Credit Cards

The process of ordering goods via our online shop involves three separate steps. The first step involves the selection of the goods you wish to purchase. The second step involves selecting the number of the item(s) you wish to purchase and completing your customer details (company name, forename, surname) and billing and delivery addresses. Payment is carried out via PayPal and is subject to PayPal's terms and conditions of payment. The third step involves completing the order by clicking on 'send order'. This step sends the order to us and is a binding agreement. You will then receive a confirmation email from us with your invoice.

### 1.b) Online Orders / Advance Payment

If you do not wish to use PayPal, we can also invoice customers for the goods ordered and customers must pay in advance. This is only possible upon special request.

## 2. Saving the contract text

We are responsible for saving data pertaining to your order. You can print the page before sending the order to us by clicking the "print" button. We will also send confirmation of your order with all the details and our general terms and conditions to your email address.

Further information about how your data is used and saved can be found in our data privacy statement, which is part of our general terms and conditions.

## 3. Reservation of rights

The goods remain our property until payment has been completed.

## 4. Prices, shipping charges, cost of returning goods

All prices are final and include VAT. Postage costs for the individual products are included. In the case of returns after cancellation of the order, the

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**tuttgart**

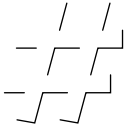
Bernsteinstraße 124  
70619 Stuttgart

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**Stuttgart, den**

20. Mai 2018



consumer is responsible for covering shipping costs. Information about cancelling an order can be found at the end of this document.

### **5. Delivery conditions and import costs**

The delivery period is specified at the time of purchase and begins . The applicable delivery period begins as soon as the company accepts the order. Delivery to addresses located outside of the EU can be subject to additional costs (toll charges, VAT, processing fees etc.). Toll charges and taxation in the target country must be covered by the customer.

### **6. Payment**

Payment must be carried out either via PayPal or advanced payment by invoice. Only retailers are entitled to a 14-day delay when paying by invoice.

### **7. Guarantee**

The guarantee follows legal guarantee provisions. If the object of the contract is used goods and the buyer is not the user, the guarantee no longer applies. If the buyer is also the user, the period of warranty when purchasing used goods is one year.

### **8. Data protection**

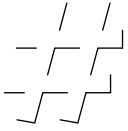
This is described in full from page 8 onwards and the following points listed here are intended only as a short and simplified version.

During the initiation, execution, completion, or annulment of a sales contract, we retain and store certain data in accordance with legal requirements.

Upon visiting our webpage, your current IP address, the date and time, the type of browser being used and your computer's operating system, as well as the pages you have looked at, will all be recorded. However, it is impossible for us to interfere with your personal data and this is also not our intention.

In the case of personal data, for example, if you complete our order form or contact us via email (e.g. your name and contact details), your details will only be used to correspond with you and only for the purpose for which they are intended. We only forward your address to the delivery company to enable them to deliver your goods. When purchasing goods, payment details will be forwarded to the relevant bank.

We will not give your personal data to a third party unless we are legally required to do so, or unless you have explicitly given your permission. If we engage a third party, we nevertheless abide by the regulations stipulated



by the Federal Data Protection Act.

#### Duration of data retention

Personal data retained via our website will only be stored for as long as is needed to fulfil the intended purpose. As far as statutory trade and tax retention provisions dictate, certain data may be stored for the duration of up to ten years.

#### Your rights

If you no longer agree with the storage of your personal data, or if the data is no longer correct, we will act appropriately to delete, correct or block your data within the framework of the relevant legal requirements. If desired, you can also receive information concerning the storage of personal data. If you have any questions about the collection, handling or use of your personal data, or if you require information, about blocking or deleting data then please contact us at:

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70619 Stuttgart  
Germany

Tel. +49 151 230 453 80  
contact@ffpublishers.com

#### Links to external websites

Regarding any links to or mention of third party websites: We cannot assume responsibility or liability for the accuracy or integrity of the content or security of external websites. We are not able to control whether third parties abide by data protection law or not and in such cases you should always read their privacy and data protection statements.

### **9. Applicable law**

Exclusively German law applies. For the user, the law only applies insofar as it does not compromise legal obligations in the country where the user resides. Any alterations or additions to the contract require specific written permission. The place of fulfillment and of jurisdiction for both parties is Stuttgart.

Severability clause: Should any individual provisions in the above General Terms and Conditions be or become invalid, either in part or in full, this will not affect the validity of the other provisions. The invalid provision will be



replaced by a ruling that is as close as possible in economic purpose to the invalid provision in a legally effective and practicable form.

**Stuttgart,**

**20.5.2018**