



wooden-blocks.co.uk – General Terms and Conditions

## **General terms and conditions and consumer information**

**www.wooden-blocks.co.uk**

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## **I. General Terms and Conditions of Business**

### **1. scope of application**

For business relations with our customers, the following General Terms and Conditions of Business apply in the version valid at the time of ordering via the Internet shop.

Customers are both consumers and entrepreneurs. A consumer is any natural person who concludes a legal transaction for a purpose that can predominantly be attributed neither to his commercial nor his independent professional activity. Entrepreneur is a natural or legal person or a partnership with legal capacity, which acts in exercise of its commercial or independent professional activity when concluding a legal transaction.

### **2. offer and conclusion of contract**

The presentation of the products in our internet shop is not a legally binding offer, but a non-binding online catalogue.

The subject of the contract is the sale of goods via our internet shop. After entering your personal data, successfully passing through the individual order steps and by clicking the appropriate button, in the final step of the ordering process, you submit a binding offer to purchase the goods contained in the shopping cart. Before submitting the order, you have the opportunity to identify any input errors and to correct and/or modify them with the help of the correction function.

The confirmation of receipt of the order follows immediately after sending the order. This automatic confirmation of receipt merely documents that the order has been received by us and does not constitute an acceptance of the order.

We are entitled to accept your order within 2 working days after receipt by sending you an order confirmation in text form (e.g. e-mail), in which you are requested to pay, the processing of the order or the delivery of the goods is confirmed. Deviating from this applies to consumer customers: A binding contract can already be concluded

beforehand if you choose an immediate payment method and make the payment during the ordering process or by sending the order. In this case, the contract is concluded at the time when you initiate the payment and the corresponding payment service confirms the execution of the payment order.

### **3. payment**

Only the payment methods shown in the order process are accepted. The available methods of payment and details of any additional costs of a method of payment can be viewed in advance on the information pages of our internet shop.

### **4. delivery**

The delivery takes place by sending the goods to the address provided by the customer.

The delivery is made against the packaging and shipping costs shown in the order process. Information on any delivery restrictions and on packaging and shipping costs incurred can be viewed in advance on the information pages of our Internet shop.

### **5. reservation of proprietary rights**

The delivered goods remain our property until full payment of the purchase price.

Deviating from this, the following applies for business customers: We reserve the right of ownership of the goods until all claims from the current business relationship have been settled in full.

### **6. liability for defects (warranty)**

In the event of defects in the item, the statutory liability for defects shall apply.

### **7. transport damage**

For consumer customers: Please make a complaint about transport damage to the delivery agent as soon as possible and contact us. The contact details can be found in the imprint. Please note that failure to make a complaint or contact us will not have any consequences for your legal rights of liability for defects. However, you help us to be able to assert our own claims against the transport company.

The following applies to business customers: You must inspect the goods immediately after receipt for correctness, completeness and defects in accordance with § 377 HGB.

### **8. choice of law and commercial place of jurisdiction**

The law of the Federal Republic of Germany shall apply to the contractual relations between us and the entrepreneurial customer. The application of the UN Sales Convention is excluded.

The place of jurisdiction for all disputes arising from the contractual relationship between the customer and us is our registered office, provided the customer is a merchant, a legal entity under public law or a special fund under public law.

### **9. miscellaneous**

9.1 As our goods are natural products which have been treated with the greatest care and precision, it is nevertheless possible that dimensional tolerances may occur due to natural shrinkage and swelling. These do not constitute a reason for complaints. The same applies to possible natural discolouration (e.g. red streaks, colour deviations, core/splint etc.) of the wood.

9.2 The furniture castors of the beech containers are for self-assembly. All assembly parts are included and the holes are pre-drilled, the furniture castors only need to be screwed down tightly.

9.3 Do not choose wooden blocks which, due to their dimensions, carry the risk of swallowing. ATTENTION - Danger of suffocation! They are not suitable for children under 3 years of age. Small building blocks may also carry the risk of getting stuck in the mouth. Please supervise your children!

9.4 Printed building blocks are advertising material and should not be used as toys.

## **II. Consumer information**

### **1. codes of conduct**

We are a member of the Association of Secure and Serious Internet Shop Operators (Verein sicherer und seriöser Internetshopbetreiber e. V.) and have submitted to the examination criteria there and to the out-of-court conciliation board which is free of charge for our customers.

<https://www.internetsiegel.net/Pruefungskriterien.pdf>

<https://www.internetsiegel.net/html/schlichtungsstelle.html>

### **2. technical steps leading to the conclusion of the contract and possibilities of correction**

You can put the desired goods into the virtual shopping cart without obligation. You can access this at any time and view, correct and/or delete its contents. If you wish to purchase the selected goods, you must go through the ordering process by entering your personal data and selecting the desired shipping and payment method. You can cancel the order process at any time by closing the browser window or by sending the order. You can detect any input errors in your order before sending the order and correct them using the correction functions. The contract is concluded in accordance with passage 2 of our AGB (in part I. General Terms and Conditions).

### **3. essential characteristics of the goods**

Information on the essential characteristics of the goods offered by us can be found in the respective product descriptions in our Internet shop.

### **4. contract language**

The language available for the conclusion of the contract is German.

### **5. delivery times**

The delivery time can be found in the respective offer in our internet shop. If no details are given there, the delivery time is a maximum of 5 days for national deliveries and a maximum of 10 days for international deliveries. If Sundays and public holidays fall within the delivery period, the delivery period shall be extended accordingly.

### **6. complaints**

Complaints, claims and other warranty claims can be made at the address given in the imprint.

### **7. information on alternative dispute resolution**

The EU Commission has created an Internet platform for the online settlement of disputes (so-called "OS platform"). The OS platform serves as a contact point for the out-of-court settlement of disputes arising from online purchase contracts. The OS Platform can be accessed via the following link: <https://ec.europa.eu/consumers/odr>.

We are neither obliged nor willing to participate in dispute resolution proceedings before a consumer arbitration board.

## **8. liability for defects**

In the event of defects in the item, the statutory liability for defects shall apply.

## **9. storage of contract text**

The text of the contract will be saved by us after the conclusion of the contract and will be sent to you in text form after you have placed your order. Beyond that the contract text is no longer accessible to you. You can view the general terms of contract together with customer information on our website at any time and save them on your computer. If you have voluntarily registered with a customer account, the specific order data can be viewed in the login area.

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