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Käufersiegel - Certification criteria

The online shop operator is obliged to respect the statutory requirements for distance selling, electronic business transactions and data privacy.

IDENTITY AND CONTACT

The company's complete details (including name and, for legal entities, legal form and address) are easily visible in the online shop and permanently available. Options for quick contact shall be ensured via email, telephone and fax.

The consumer shall be informed about the possibility of the extrajudicial online dispute resolution via the EU Commission's ODR platform.

RIGHT TO REVOCATION

The consumer shall be informed of the right to revocation and, if necessary, the existing grounds for exclusion or termination without any inadmissible constraints. The information shall be given through the transparent presentation of the revocation instructions and the sample revocation form in the online shop.

GTC'S/CUSTOMER INFORMATION

The GTC's/customer information are clearly noticeable in the online shop and integrated in a structured way.

The customer shall be clearly and comprehensibly informed of the contract language, contract text storage, individual technical steps for concluding the contract and the options to make corrections to input errors in the online shop, as well as of any relevant codes of conduct and associated electronic policy.

PRODUCT DESCRIPTION, DISTRIBUTION RESTRICTIONS

The company shall undertake to clearly and comprehensibly describe the products by specifying all important features.

The online shop shall only sell products that are authorised to be sold by law and do not violate the catalogue of non-certified offers. For offers that are subject to age restrictions, the shop operators shall undertake to use recognised age verification and delivery procedures.

PRICE INFORMATION, FREIGHT, DELIVERY AND SHIPPING COSTS

Offers are the transparent and complete total price (including VAT and other price elements) and, if applicable, the associated freight, delivery and shipping costs.

DELIVERY

Information regarding delivery times or specific delivery dates shall be issued. Delivery conditions and limitations shall be reported at the beginning of the ordering process at the latest.

PAYMENTS

Information about payment options and conditions shall be given at the beginning of the ordering process at the latest. It shall be noted if certain payment methods are connected to reductions or discounts.

CHECKOUT

The checkout is clear and comprehensible.

The order overview will give information about the product, the product price, freight, delivery or shipping costs and other costs before sending the order.

For the consumer, it is sufficient to be aware that his/her order is subject to a charge.

The GTC's can be accessed via a readily visible link and can be printed out or saved in a way that allows them to be recalled.

INFORMATION UPON PLACING AN ORDER

The seller shall undertake to immediately confirm receipt of the order to the customer electronically (email) and to transmit the revocation instructions together with the revocation form, the GTC's/customer information and all other existing mandatory information with the order confirmation/conclusion of contract, however, at the latest before delivery of the goods or before the service has begun.

DATA PRIVACY/SECURITY

Information regarding the collection, processing (saving, erasure and transfer) and use of data shall be made easily noticeable and comprehensible in the online shop.

Personal data shall be collected and processed within the legally permitted framework or only with the consent of the customer and limited to the strict minimum.

Information shall be given about the use of cookies, web analysis services and social network plug ins.

When sending email adverts, the seller shall undertake to always provide the option to be able to object to receiving adverts at any time, free of charge.

The seller shall undertake to guarantee to adequately protect personal data from unauthorised access and misuse by taking appropriate technical safety precautions.