

Terms & conditions

General terms and conditions of KrüeckengurtHoyer, represented by owner Ms Gabriele Hoyer.

For commercial purposes, Gabriele Hoyer operates an Internetshop under the domain <http://www.krueckengurt.de>. The following terms and conditions can be found in German and English and can be printed or downloaded by the customer. Download in PDF format under <http://www.krueckengurt.de/pdf/gtc.pdf>.

1. Range of Products

Clients have the option to choose and order products on the above mentioned website. Individual product descriptions for each product can be found on the respective web pages. Customers can place the selected products into a virtual shopping cart. When finished shopping, customers receive a summary of the chosen products with the overall price including shipping costs, which they selected in advance by indicating their country of residence. Before sending the order, KrüeckengurtHoyer offers customers to check the order regarding the accuracy of quantity and price and correct it if necessary.

2. Cancellation Policy

Cancellation right Europe

The following statutory regulations regarding the cancellation right in Europe are valid for customers from the European states.

Switzerland (CH): For buyers from Switzerland no cancellation right is agreed. There can be no cancellation.

Cancellation Policy

The following cancellation rights apply **exclusively to consumers**. Consumer is every natural person, who agrees to a legal transaction for reasons other than their business or freelance activities.

You have the right to cancel this contract within 14 days without stating the reason. The cancellation period comprises 14 days from the day that you, or a third party named by you who is not the carrier, have received the product. To exercise your cancellation right, you must send us to the Company

Krüeckengurt Hoyer

Gabriele Hoyer

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stating your decision to cancel this contract. For this purpose you can use the enclosed [cancellation form template](#), but are not obligated to do so. You can also fill in and send the cancellation form template, or another clear declaration electronically on our website <http://www.krueckengurt.de/cancellation-form-template.html>. Should you make use of this option, we will immediately confirm the receipt of your cancellation (e.g. via email). To protect your cancellation right it suffices to send a notification of your intention to exercise your cancellation right before the end of the cancellation period.

Consequences of Cancellation

Should you cancel this contract, we are obligated to refund all payments that you made, including delivery charges (with exception of extra charges resulting from your choice of any other than our standard delivery method), immediately and at most 14 days after we have received your notice of cancellation. For your repayment we use the same payment method that you used for the original transaction, unless something else was explicitly agreed upon. In no case will you be charged any additional fees for the repayment. We may refuse payment until we have received the returned product or until we have received proof that you have returned the product, depending on which is earlier. You are obligated to return the product to us immediately or within the 14 day period, beginning with the day that you inform us of the cancellation of the contract. The deadline is considered maintained if the product is sent before the 14 day time period has expired. You carry the immediate costs of the return delivery of the product. You only have to pay for a possible depreciation of the product if the loss in value can be ascribed to a handling unnecessary for the examination of the product's condition, features, and functionality.

End of cancellation policy

3. Prices and Payment Method

Valid are the catalogue prices that were displayed on the website at the time the order was placed. Prices are calculated ex "Krückengurt Hoyer" including VAT, without packaging and shipping costs.

Possible payment methods:

- Prepayment

Account holder: Gabriele Hoyer

Förde Sparkasse Kiel

IBAN: DE69 2105 0170 0100 0391 89

All payment related entries are sent via a secure SSL connection. (Information is SSL coded)

4. Conclusion of Contract

The products displayed in the online shop do not represent a legally binding offer but a noncommittal online catalogue. By clicking the "Purchase" button, you submit a binding order of the products in your shopping cart. The confirmation and acceptance of your order ensues immediately after submission via an automated e-mail. This e-mail confirmation concludes the contract.

5. Execution of the Contract

Processing of orders

Krückenfurt Hoyer processes orders within 72 hours and will inform the customer if the requested product is not available.

5a Shipping Costs

We deliver in many countries worldwide.

The Krückenfurt is delivered via Deutsche Post AG (DHL) to your home address or to a given delivery address. Deliveries to P.O. boxes or general deliveries are not possible.

5b Deliveries within Germany

1 Krückenfurt plus 2.00 Euros shipping costs -
2 – 5 Krückengurte plus 5.00 Euros shipping costs -
6 – 20 Krückengurte plus 7.00 Euros shipping costs -
Please inquire for larger quantities.

5c Delivery within the European Union

Without Germany

1 Krückenfurt plus 5.00 Euros shipping costs –
2 – 5 Krückengurte plus 11.00 Euros shipping costs –
6 – 20 Krückengurte plus 12.00 Euros shipping costs
Please inquire for larger quantities.

Delivery to Switzerland, Andorra, the Faroe Islands (DK), Greenland, Liechtenstein, Monaco, San Marino, Vatican City, Livigno, Campione d'Italia, Ceuta, Melilla, El Hierro, Fuerteventura, Gran Canary, La Gomera, La Palma, Lanzarote, and Tenerife:

1 Krückenfurt plus 5.00 Euros shipping costs –
2 – 5 Krückengurte plus 17.00 Euros shipping costs -
6 – 20 Krückengurte plus 18.00 Euros shipping costs -
Please inquire for larger quantities.

5d Delivery to other European Countries

Albania, Armenia, Azerbaijan, Bosnia-Herzegovina, Belarus, Bulgaria, Croatia, Georgia, Gibraltar, Iceland, Kazakhstan, Kosovo, Macedonia, Moldova, Norway, Romania, Russian Federation, Serbia and Montenegro, Turkey, Ukraine:

1 Krückenfurt plus 5.00 Euros shipping costs –
2 – 5 Krückengurte plus 17.00 Euros shipping costs -
6 – 20 Krückengurte plus 18.00 Euros shipping costs -
Please inquire for larger quantities.

5e Delivery to the USA and Canada

1 Krückenfurt plus 5.00 Euros shipping costs -
2 – 5 Krückengurte plus 17.00 Euros shipping costs -

6 – 20 Krückengurte plus 18.00 Euros shipping costs -
Please inquire for larger quantities.

5f Deliveries to North Africa and the Middle East

Egypt, Algeria, Bahrain, Iran, Israel, Yemen, Jordan, Kuwait, Lebanon, Morocco, Saudi Arabia, Syria, Tunisia, United Arab Emirates.

1 Krückengurt plus 5.00 Euros shipping costs -
2 – 5 Krückengurte plus 17.00 Euros shipping costs -
6 – 20 Krückengurte plus 18.00 Euros shipping costs -
Please inquire for larger quantities.

5g Deliveries to Asia

1 Krückengurt plus 5.00 Euros shipping costs -
2 – 5 Krückengurt plus 17.00 Euros shipping costs -
6 – 20 Krückengurt plus 18.00 Euros shipping costs -
Please inquire for larger quantities.

5h customs and import fees

Please consider that import fees are charged for deliveries to countries outside the EU as soon as your parcel has reached your country. Fees for customs clearance are at your charge. We have no influence on these fees and are therefore unable to predict their costs. Tariff regulations differ considerably from country to country. Should you require more information you should contact your local customs office.

5i Delivery time

We deliver within 2-5 business days after receipt of your order. Should there be a delay in delivery we will contact you immediately via email. In case of prepayment, the processing begins with receipt of the payment. Krückengurt Hoyer is authorised to deliver partial services, so far as the acceptance of partial services does not appear infeasible for the client after consideration of interest on both sides.

Changes, extensions, limitations of the order

Krückengurt Hoyer will answer customer inquiries regarding the change, extension and/or limitation of the product volume as quickly as possible. If the customer wishes a change, extension, or limitation of his or her order up to 3 days before the planned delivery, Krückengurt Hoyer will take this into consideration if possible.

6. Terms of Payment

The seller bills the client for the ordered product. This bill can be printed after payment. The seller delivers after prepayment and payment via transfer, PayPal, or credit card. Until the product has been fully paid it remains the property of the online shop.

7. Warranty and Liability

The customer will inform Krückengurt Hoyer of any defects of the product and will additionally return the product at Krückengurt Hoyer's charge. The warranty of Krückengurt Hoyer complies with § 433 et seq. of the German Civil Code, whereby the warranty is limited to one year at most for entrepreneurial business transactions. For individual cases, the warranty claim may not be applicable due to the properties of the ordered product as well as their limited durability. Regarding obvious flaws, the warranty claim is dependent on the buyer reporting said flaws within 3 weeks after delivery. The obligation of the buyer to check the products and give notice of defects according to § 377 of the Code of Commercial Law, remain unaffected. Krückengurt Hoyer is liable for every culpable violation of intrinsic contractual laws, whereby, except for cases of premeditation and gross negligence, the amount of the damage is limited to the replacement of the typically predictable damage. We would like to point out explicitly that the picture of the product may differ from the original product. With manually crafted products, as well as natural products, small imperfections, colour deviations, pattern deviations, or deviations in size may occur. These do not entitle to warranty claims.

8. Force Majeure

In the case that Krückengurt Hoyer is unable to render the owed service due to force majeure (particularly war and natural disasters), it is exempted from its duty to perform for the duration of the hindrance. Should Krückengurt Hoyer be unable to process an order or deliver a product for more than one month due to force majeure, the client is entitled to withdraw from the contract. The purchase price will then be refunded immediately.

9. Reservation of Ownership

All products ordered from Krückengurt Hoyer remain the company's property until fully paid. Should the delivered product be impounded by a third party while it is still property of Krückengurt Hoyer, the buyer is obligated to inform the company immediately in written form.

10. Data Security

Please take notice of the information in our [privacy policy](#) in regard to this point.

11. Final Provisions

The contract language is German. Place of jurisdiction is Kiel in Schleswig-Holstein, so far as both contractual parties are business people. The laws of the Federal Republic of Germany apply exclusively. The UN sale of goods law does not apply. Should one of these clauses be or become invalid, the remaining terms stay intact. Krückengurt Hoyer and the client will substitute the invalid clause with a valid one, which, economically, conforms most with the wishes of the contractual parties.

12. Hotline

For inquiries you can reach us on workdays from 10am to 6pm CET under telephone: +49 (0)173-8983829 as well as via e-mail under info@krueckengurt.de.

13. Provider Identification

Krückengurt Hoyer
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Sales Tax ID: DE 278 692 933

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