

General Terms and Conditions

1. Scope

The following terms and conditions apply to all orders placed via our online shop. Our online shop is for consumers only.

2. Contractual partner, formation of contract, correction facilities

The contract is concluded with Posterlounge GmbH.

By placing the products in the online shop, we make a binding offer on our part to enter into a contract regarding those items. You may place our products in the shopping basket without obligation and amend your entries at any time prior to submitting your binding order by using the correction facilities that are provided for this purpose and explained during the ordering process. The contract is formed by clicking on the order button which indicates your acceptance of our offer concerning the goods contained in the shopping basket. Once you have sent your order, you will immediately receive a confirmation via e-mail.

3. Contract language, saving of the contract text

The language available for concluding the contract is English.

We save the text of the contract and forward the order data and our terms and conditions to you by e-mail. You may also view the text of the contract in our customer login area.

4. Delivery conditions

Delivery costs are added to the product prices as displayed. Delivery charges are explained within individual product offers.

We only dispatch goods en route, pickup by the customer is not possible.

The delivery of large goods by courier is made by truck and to the kerbside closest to the delivery address, unless expressly agreed otherwise.

We deliver within Europe. Information on any applicable delivery restrictions for large goods can be found in the help section of our online shop under ['Delivery'](#).

5. Payment

The following payment methods are available in our online shop. We reserve the right to limit the choice of payment methods available for an order depending on the delivery country, the order value, the terminal device being used or other objective criteria.

Credit card

You provide your credit card details during the ordering process. Your card will be charged immediately after placing your order.

PayPal, PayPal Express

In order to pay the invoice amount via the payment service provider PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, 2449 Luxembourg, Luxembourg ('PayPal'), you must be registered with PayPal, legitimise yourself with your access data and confirm the payment instruction. The payment transaction will be processed by PayPal after placing the order. You will receive further instructions during the ordering process.

PayPal may offer registered PayPal customers further payment modalities in the customer account selected according to its own criteria. However, we have no influence on the offering of these modalities; further individually offered payment modalities affect your legal relationship with PayPal. You can find more information on this in your PayPal account.

Klarna

In cooperation with the payment service provider Klarna Bank AB (publ.), Sveavägen 46, 111 34 Stockholm, Sweden ('Klarna'), we offer you the following payment options. Payment via Klarna is only available to consumers. Unless otherwise specified below, payment via Klarna is subject to a successful address and credit check, and payment is made directly to Klarna. Further information is provided with the respective payment option during the ordering process.

- **Klarna Pay later**

The invoice amount is due 30 days after receipt of the invoice and shipment of the goods.

- **Klarna Pay in instalments**

You can pay the invoice amount in multiple monthly instalments.

- **Klarna Pay now**

After submitting your order, you will be redirected to a payment page hosted by Klarna, where you can choose from the payment options of direct debit, direct bank transfer and credit card.

- Direct debit: You issue Klarna a direct debit mandate. Klarna will separately provide you with information about the date on which your account will be charged (pre-notification). The payment transaction will be carried out by Klarna, and your account will be charged upon shipment of the goods.
- Direct bank transfer: You must have a bank account activated for online banking, identify yourself accordingly and confirm the payment instruction. The payment transaction will be carried out by Klarna, and your account will be charged directly afterwards.
- Credit card: You provide your credit card details. The payment transaction will be carried out by Klarna, and your card will be charged directly afterwards. There is no address and credit check required during the ordering process.

Sofort by Klarna

To pay the invoice amount via the payment service provider Sofort GmbH, Theresienhöhe 12, 80339 Munich, Germany ('Sofort'), you must have a bank account activated for online banking, identify yourself accordingly and confirm the payment instruction. Your account will be charged immediately after placing the order. You will receive further information in the ordering process.

Trustly

To pay the invoice amount via the payment service provider Trustly Group AB, Rådmanngatan 40, 113 57 Stockholm, Sweden ('Trustly'), you must have a bank account activated for bank transfers via Trustly. After submitting your order, you will be redirected to a payment page hosted by Trustly, where you need to select your bank, identify yourself accordingly and then confirm the payment instruction. Your account will be charged immediately after placing the order. You will receive further information during the ordering process.

Pre-payment

If you decide to pre-pay, we will provide our bank details in a separate e-mail and deliver the goods on receipt of funds.

Bancontact

You provide the details of your Bancontact card during the ordering process. Your card will be charged immediately after placing your order.

EPS

To pay the invoice amount via the payment service provider PSA Payment Services Austria GmbH, Handelskai 92, Gate 2, 1200 Vienna, Austria in cooperation with Austrian banks (Electronic Payment Standard, 'EPS'), you must have a bank account with an Austrian credit institution that is activated for online banking, identify yourself accordingly and confirm the payment instruction. Your account will be charged immediately after placing the order. You will receive further information during the ordering process.

TWINT

To pay the invoice amount via the payment service provider TWINT AG, Stauffacherstraße 41, 8004 Zürich, Switzerland ('TWINT'), you must have an account at a participating Swiss bank and have set up the TWINT app on your smartphone. After placing the order, you will be redirected to a payment page and must confirm the payment instruction using the app. The payment transaction will be carried out directly afterwards. You will receive further information during the ordering process.

iDEAL

To pay the invoice amount via the payment service provider Currence iDEAL B.V., Gustav Mahlerplein 33-35, 1082 MS Amsterdam, Netherlands ('iDEAL'), you must have a Dutch bank account that is activated for participation. After selecting your bank and submitting your order, you will be redirected to your online banking, where you must identify yourself accordingly and confirm the payment instruction. Your bank account will be charged immediately after placing the order. You will receive further information during the ordering process.

MobilePay

To pay the invoice amount via the payment service provider MobilePay A/S, Vester Søgade 10, 6., 1601 Copenhagen V, Denmark ('MobilePay'), you must have the MobilePay app set up on your smartphone and a valid payment card linked to it. After placing your order, you will be redirected to a payment page, where you need to enter the phone number associated with your MobilePay account, then confirm the payment instruction in the MobilePay app. The payment transaction will be carried out directly afterwards. You will receive further information during the ordering process.

Vipps

To pay the invoice amount via the payment service provider Vipps AS, Dronning Eufemias gate 11, 0150 Oslo, Norway ('Vipps'), you must have the Vipps app set up on your smartphone and your bank account, debit card or credit card linked to it. After placing your order, you will be redirected to a payment page, where you need to enter the phone number associated with your Vipps account, then confirm the payment instruction in the Vipps app. The payment transaction will be carried out directly afterwards. You will receive further information during the ordering process.

Direct bank transfer (Paytrail)

To pay the invoice amount via the payment service provider Paytrail Plc, Innova 2, Lutakonaukio 7, 40100 Jyväskylä, Finland, you must have a Finnish bank account that is activated for participation. After submitting your order, you will be redirected to a payment page, where you need to select your bank, identify yourself accordingly and then confirm the payment instruction. Your account will be charged immediately after placing the order. You will receive further information during the ordering process.

Direct bank transfer (Przelewy24)

To pay the invoice amount via Przelewy24, a payment service provided by PayPro SA, ul. Pastelowa 8, 60-198 Poznań, Poland, you must have a Polish bank account that is activated for participation. After selecting your bank and submitting your order, you will be redirected to your online banking, where you must identify yourself accordingly and confirm the payment instruction. Your bank account will be charged immediately after placing the order. You will receive further information during the ordering process.

BLIK

To pay the invoice amount with BLIK, a payment service provided by Polski Standard Płatności Sp. z o.o., ul. Czerniakowska 87A, 00-718 Warsaw, Poland, you must have an account with a participating Polish bank and have set up your bank's app on your smartphone. You must enter the six-digit BLIK code from your app into the payment form and then confirm the payment instruction in the app. Your account will be charged immediately after placing the order. You will receive further information during the ordering process.

Multibanco

To pay the invoice amount via Multibanco, a payment service provided by SIBS Forward Payment Solutions S.A., Rua Soeiro Pereira Gomes, Lote 1, 1649-031 Lisbon, Portugal, you must have a Portuguese bank account that is activated for participation. When you select Multibanco as your payment option, a payment reference is generated automatically and sent to your e-mail address. You can pay via online banking or using your debit card at any Multibanco ATM, where you must enter the entity number, the payment reference and the invoice amount. The goods will be delivered once the payment has been received.

MB WAY

To pay the invoice amount with MB WAY from Multibanco, a payment service provided by SIBS Forward Payment Solutions S.A., Rua Soeiro Pereira Gomes, Lote 1, 1649-031 Lisbon, Portugal, you need to enter your mobile phone number during the ordering process and then confirm the payment via your MB WAY app. The payment transaction will be carried out directly afterwards. You will receive further information during the ordering process.

6. Retention of title

The goods shall remain our property until full payment is made.

7. Damage during delivery

If the goods are delivered with obvious damage caused during delivery, please report the defect to the carrier and notify us without delay. Failure to make a complaint or to make contact does not in any way affect your legal rights or the enforcement of such rights, notably your warranty rights. However, in doing so you help us to assert our own claims against the carrier or transport insurer.

8. Warranty and guarantees

8.1 Liability for defects

We are under a legal duty to supply products that are in conformity with this contract.

The statutory guarantee provisions (liability for defects) shall apply. With respect to consumers, statutory warranty rights governed by the law of the country where the consumer has his habitual residence shall apply. Complaints can be submitted by consumers and businesses to our contact details given in the legal information.

When you exercise your warranty rights and we deem it necessary to receive the goods back in order to examine your

complaint, you must send back the goods at our cost to the address provided for this purpose. We are committed to respond to any complaint immediately, but no later than within 14 days of its submission.

8.2 Guarantees and customer service

Information on any additional guarantees that may apply and their exact conditions can be found with the product and on special information pages in the online shop.

Our customer service is available for queries, complaints and claims on working days from 10 a.m. to 4 p.m. (CET) via phone at +49 341 33 97 59 00 as well as via e-mail at support@posterlounge.com.

9. Liability

We shall in any case be liable without limitation for claims due to damages that have been caused by us, our legal representatives or legal agents

- for injury to life, limb or health,
- for deliberate or grossly negligent breach of duty,
- for guarantee commitments, where agreed,
- towards consumers.

Except these cases, our civil law liability is limited to the foreseeable and direct damages at the time of contract conclusion.

10. Online dispute resolution

The European Commission provides a platform for online dispute resolutions (ODR) which can be accessed at <https://ec.europa.eu/consumers/odr/>.

In order to settle disputes arising from a contractual relationship with a consumer or from whether such a contractual relationship exists at all, we will participate in dispute settlement proceedings before a consumer dispute resolution body. Consumers can contact their national European Consumer Centre in this regard. The respective contact details of the individual ECCs can be found at <https://www.evz.de/en/shopping-internet/alternative-dispute-resolution/adr-bodies-in-the-eu.html>.

Leipzig, 18/03/2024