

If you want to revoke the contract, please fill in this form and send it back to:  
 BOLK e-commerce GmbH, Rathausplatz 3, 52152 Simmerath, Fax +49 2473-92710-10, email: info@timeshop24.com, online:  
<https://www.timeshop24.com/revocation/index>



RETOUR

Timeshop24.com  
 BOLK e-commerce GmbH  
 Rathausplatz 3  
 D-52152 Simmerath

### Sample Withdrawal Form

I/we (\*) hereby revoke the contract concluded by me/us (\*) for the purchase of the following goods.  
 (\*) Delete where not applicable.

**Reason for return** (voluntary, several details possible):

<input type="checkbox"/> Wrong item	<input type="checkbox"/> Not like in the photo	<input type="checkbox"/> Scratches or quirks
<input type="checkbox"/> Do not like	<input type="checkbox"/> Too imprecise	<input type="checkbox"/> Battery empty
<input type="checkbox"/> Wrong size	<input type="checkbox"/> Malfunction	<input type="text"/>

My name: <input type="text"/>	Ordered on: <input type="text"/>	Received on: <input type="text"/>
My address: <input type="text"/> <input type="text"/> <input type="text"/>	Order, / order number <input type="text"/>	Invoice / delivery note number <input type="text"/>

**I would like to return the following items:**

Part No.	Description & Model No.	Quantity	Price
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**i** PayPal and credit card payments generally go back to your respective credit card account or Paypal account.

Please transfer the refund amount (to be filled in only if payment is made by bank transfer, cash on delivery or immediate transfer) to my account:

Bank:

IBAN

BIC -- only for international bank transfers

Date/Signature

**I would like an exchange, please deliver the following goods to me instead**

Part No.	Description & Model No.	Quantity	Price
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

An exchange with offsetting of amounts already paid is only possible with advance bank transfer or immediate transfer. If other payment methods were used, please simply reorder your alternative product. You receive a full credit note after receipt of the returned goods.

**Info:** Please always refrain from an unfee return to us, because there are disproportionately high costs, which we may pass on to you.

The following General Terms and Conditions apply exclusively to the ordering and sending of goods which the customer [private end consumer] orders on the Internet via online shopping. With an order these AGB are recognized.

- 1. Conclusion of contract** - The presentation of the products in the online shop is not a legally binding offer, but a non-binding online catalog. After entering your personal data and by clicking the button "Buy" in the final step of the ordering process, you place a binding order to purchase the goods in the shopping cart. The confirmation of the receipt of the order follows immediately after sending the order. The purchase contract is concluded with our order confirmation or delivery of the goods. An order is alternatively also possible by telephone under +49 2473 / 92710-0 or by fax under +492473 / 92710-10.
- 2. Contract text** - Your order data are stored by us and are for you in your customer login area also afterwards for you visible if a customer account with password was created. You will also receive a summary of your order data by email. If you do not receive this email, due to possibly wrong entries, please contact the Service:service [@] timeshop24.de
- 3. Revocation instruction - Right of withdrawal** - You have the right to revoke this contract within thirty days without giving reasons. The withdrawal period shall be thirty days from the date on which you or a third party other than the carrier designated by you have taken or have taken possession of the last goods. To exercise your right of cancellation you must inform us BOLK e-commerce GmbH, Rathausplatz 3, D52152 Simmerath, Tel: +49-(0)2473-92710-0, Fax: +49-(0)2473-92710-0, E-mail: info@timeshop24.de by means of a clear statement (e.g. a letter, fax or e-mail sent by post) of your decision to cancel this contract. You can use the attached sample withdrawal form for this purpose, which is, however, not mandatory. You may also electronically complete and submit the sample withdrawal form or other unambiguous statement on our web site <https://www.timeshop24.de/revocation/index> If you make use of this option, we will immediately (e.g. by e-mail) send you a confirmation of receipt of such a revocation. In order to comply with the revocation period, it is sufficient for you to send notice of the exercise of the right of revocation before the expiry of the revocation period. - **Consequences of revocation** - If you revoke this Agreement, we will refund to you all payments we have received from you, including delivery charges (other than the additional charges arising from your choosing a method of delivery other than the cheapest standard delivery offered by us), immediately and no later than thirty days from the date we receive notice of your revocation of this Agreement. For this refund we will use the same means of payment as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged for this refund. We may refuse to refund until we have received the Goods back or until you have proved that you have returned the Goods, whichever is earlier. You must return or hand over the goods to us immediately and in any case within thirty days of the day on which you notify us of the revocation of this contract at the latest. This period shall be deemed to have been observed if you dispatch the goods before expiry of the period of thirty days. You shall bear the direct costs of returning the goods. You shall only be liable for any loss in value of the goods if such loss in value is attributable to handling of the goods that is not necessary to inspect their condition, properties and functionality. - **End of the revocation instruction**
- 4. 30 Days exchange right & low price guarantee** – BOLK e-commerce GmbH grants the customer a voluntary 30-day exchange possibility starting from the date of the order, whereby apart from the direct goods exchange also the issue of a goods coupon is possible. Excluded from the exchange are goods that are no longer in new condition or can no longer be returned completely including all accessories. The timely return of the goods is sufficient to meet the deadline. If, within a period of up to 30 days after the order, the buyer finds an identical product at a lower price (including all additional costs such as postage and packaging) at another German retailer authorized by the brand owner, and if this product is immediately available from the retailer's warehouse, the customer is entitled to a refund of the price difference.
- 5. Delivery and returns** - The delivery is either ordered by BOLK e-commerce GmbH itself, or in exceptional cases through a supplier. If the customer does not accept the commodity despite a period set to him or if he refuses the acceptance, then BOLK e-commerce GmbH can withdraw after its choice from the contract. You take the valid forwarding expenses in each case please from the menu option forwarding expenses under information. For possible returns you use please if possible the original packaging or an equivalent dispatch packing those a sufficient protection of the commodity ensures.
- 6. Damage in transit** - If goods with obvious transport damages are delivered, please complain about such errors as soon as possible to the deliverer and please contact us immediately, at the latest within 7 calendar days. Your rights as a consumer, especially your right to warranty, remain unaffected. You help us to be able to assert our own claims against the carrier or the transport insurance.
- 7. Offsetting** - The customer can set off only with such demands, which are legally determined or by the BOLK e-commerce GmbH not denied. A right of retention is entitled to the customer only because of claims from the same contractual relationship.
- 8. Delay - If the customer is in arrears with his payments, interest of 3% above the base interest rate of the European Central Bank will be charged on the outstanding amounts. The customer reserves the right to prove that BOLK e-commerce GmbH has suffered little or no damage. BOLK e-commerce GmbH expressly reserves the right to assert further claims.**
- 9. Payment** - The purchase price is due immediately after receipt of our order confirmation. The customer can pay the purchase price by bank transfer to the account specified in the order confirmation, by Paypal, credit card or in cash directly to the deliverer of the cash on delivery. The total price stated in the order confirmation is to be paid. For C.O.D. shipments DHL currently charges an additional C.O.D. charge of 2 Euro. All prices already include the German value added tax of currently 19%, which is shown separately on the invoice. Until the complete payment the commodity remains property of BOLK e-commerce GmbH. Further details to the methods of payment take you from the menu point methods of payment under information.
- 10. Guarantee, warranty and customer service** - Unless expressly agreed otherwise, the statutory liability for defects shall apply. Information on individual manufacturer warranties can be found in the product documentation. You can find out whether a claim to a manufacturer's warranty exists on the product pages within the description. You can reach our customer service under: service@timeshop24.de
- 11. Money back guarantee** - Through Trusted Shops you have the possibility to conclude a money-back guarantee for every purchase. You can find the conditions and provider information on the following website: <https://www.trustedshops.de/kaeuferschutz/>
- 12. Klarna** - In cooperation with Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, we offer the following payment options. The payment is always made to Klarna:  
**Invoice - Pay in 14 days:** The payment period is [14] days from the date of dispatch of the goods/tickets/ or, in case of other services, from the date the service is made available. The complete invoice conditions for the countries where this payment method is available can be found here: Germany ([https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en\\_de/invoice](https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en_de/invoice)), Austria ([https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en\\_at/invoice](https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en_at/invoice)).  
**Financing:** Klarna's financing service allows you to pay for your purchase in fixed or flexible monthly installments according to the conditions specified in the checkout. The installment payment is due at the end of each month after Klarna sends you a monthly invoice. For more information on instalment purchases including the General Terms and Conditions and the European Standard Consumer Credit Information for the countries where this payment method is available, please click here (only available in the countries indicated): Germany ([https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en\\_de/base\\_account](https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en_de/base_account)), Austria ([https://cdn.klarna.com/1.0/shared/content/legal/terms/0/de\\_at/flex\\_account](https://cdn.klarna.com/1.0/shared/content/legal/terms/0/de_at/flex_account)).  
**Direct bank transfer:** Available in Germany, Austria, Belgium, Italy, Spain, Poland and the Netherlands Your account will be debited immediately after placing the order.  
**Direct Debit:** The debit occurs after the goods are shipped. You will be informed of the time by e-mail.  
**Card Payments (Visa/Mastercard):** Available in Germany. The debit is made after the goods or tickets have been shipped / the service is available or, in the case of a subscription, according to the communicated times.  
The use of the payment methods invoice, instalment purchase and direct debit requires a positive credit check. In this respect, we will forward your data to Klarna for the purpose of address and creditworthiness checks as part of the purchase initiation and processing of the purchase contract. Please understand that we can only offer you those payment methods that are permitted based on the results of the credit assessment. Further information and Klarna's terms of use can be found here ([https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en\\_de/user](https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en_de/user)). General information about Klarna can be found here (<http://www.klarna.com/en/>). Klarna will treat your personal data in accordance with the applicable data protection regulations and in accordance with the information provided in Klarna's privacy policy ([https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en\\_de/privacy](https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en_de/privacy))
- 13. Note on the battery regulation** - In connection with the sale of batteries or accumulators or with the delivery of watches or other devices that contain batteries or accumulators, we are obliged to inform you of the following in accordance with the Battery Ordinance: Batteries or rechargeable batteries must not be disposed of with household waste. You are legally obliged to return used batteries or rechargeable batteries as a final consumer. You can return batteries or rechargeable batteries free of charge after use at the point of sale or in their immediate vicinity (e.g. at municipal collection points or in the trade). You can also send batteries back to us by post. Batteries or accumulators that contain harmful substances are marked with the symbol of a crossed-out dustbin. The chemical name of the pollutant is located near this garbage can symbol. Cd stands for cadmium, Pb for lead and Hg for mercury.
- 14. Place of performance, place of jurisdiction** - For all present and future claims arising from the business relationship, including bills of exchange and cheques, the exclusive place of jurisdiction for merchants is the registered office of the seller. Place of jurisdiction and place of performance for merchants is Monschau.
- 15. Dispute resolution** - The European Commission provides an Online Dispute Resolution (OS) platform, which you can find here <https://ec.europa.eu/consumers/odr/>. Consumers have the possibility to use this platform for the settlement of their disputes. In order to settle disputes arising from a contractual relationship with a consumer or whether such a contractual relationship exists at all, we are obliged to participate in dispute resolution proceedings before a consumer arbitration board. The competent body is the Allgemeine Verbraucherschlichtungsstelle (from 01.01.2020: the Universalschlichtungsstelle) of the Zentrum für Schlichtung e.V., Strasburger Straße 8, 77694 Kehl am Rhein, [www.verbraucher-schlichter.de](http://www.verbraucher-schlichter.de). We will participate in dispute resolution proceedings before this body.
- 16. Final Provisions, Severability Clause** - Should one or more provisions of these GTC be ineffective, this shall not invalidate the entire contract. The ineffective regulation is replaced by the valid legal regulation. To this contract exclusively German right is applicable.

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