

## **T&Cs**

Terms and conditions - Instructions on withdrawal

Volker Schlecht / Merchant of pet supplies and accessories / Trade name Profeline  
Hollandstrasse 10 | D-74081 Heilbronn  
Phone +49 (0)7131 / 20 33 840 | Fax +49 (0)7131 / 20 33 841  
www.profeline.de and www.profeline-shop.com  
eMail: info@profeline.de  
VAT no.: DE147718666  
Tax ID:65357/81411

## **Terms and conditions**

As of: 22.02.2025

## **Contract language**

The contract language is English.

## **Scope**

These terms and conditions apply to all business relationships between:

Volker Schlecht – Dealer for pet supplies and accessories (trade name Profeline) - and its customers. The currently valid version at the point of conclusion of the contract applies.

## **Instructions on withdrawal**

### **Right of withdrawal**

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right of withdrawal, you must inform us (Volker Schlecht Profeline, Hollandstr. 10, D-74081 Heilbronn, Tel.: ++49(0)71312033840, Fax: ++49(0)71312033841, Email: info@profeline.de) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

### **Effects of withdrawal**

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired. You will have to bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

## **End of the Instructions on withdrawal**

### **Model withdrawal form**

(complete and return this form only if you wish to withdraw from the contract)

- To  
Volker Schlecht Profeline  
Hollandstr.10  
D-74081 Heilbronn

Fax: ++49(0)7131 2033841  
E-Mail: info@profeline.de

- I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (\*)/for the provision of the following service (\*)

- Ordered on (\*)/received on (\*)

- Name of consumer(s)

- Address of consumer(s)

- Signature of consumer(s) (only if this form is notified on paper)

- Date

\_\_\_\_\_  
(\*)Delete as appropriate.

### **Prices – minimum order value**

The prices on our website are displayed in EUR and include German VAT. For items sent to destinations within the European Union (EU), VAT must be calculated according to the different tax rates of the member states. For deliveries to other EU countries, German VAT is deducted and the applicable VAT rate for the destination country is calculated. The final price including the VAT rate applicable to the ordered items in the destination country will be displayed at the checkout. The price does not include shipping costs, which are separately indicated.

### **Germany**

Payment is accepted through advance payment, credit card, PayPal, purchase on account and instalment purchase through Klarna.

### **Austria - Belgium - Netherlands - Luxembourg**

Accepted forms of payment are advance payment, PayPal, credit card.

### **France – Monaco – Denmark – UK – Czech Republic**

Accepted forms of payment are advance payment, PayPal and credit card.

### **Italy – Poland – Slovakia – Slovenia – Hungary**

Accepted forms of payment are advance payment, PayPal and credit card.

### **Estonia – Ireland - Finland – Latvia – Lithuania – Sweden - Spain - Portugal**

Accepted forms of payment are advance payment, PayPal and credit card.

### **Switzerland - Lichtenstein/ Great Britain**

As payment are prepayment, credit card and PayPal possible.

The sale is at net prices - without calculation of the German VAT.

When importing, customs duties, fees and taxes are applied, which will be charged directly to the buyer.

**Delivery service / ability to supply / lead time**

The obligation to supply shall be waived whenever we have in turn received no delivery or no correct delivery, and shall not be deemed liable for the unavailability of the goods.

If any goods are unavailable, we shall inform you immediately and reimburse any prepayment made. The delivery time is stated on each item. We conclude your order in one delivery. You will receive a shipping notification with your tracking number.

In order to fulfil customer orders Volker Schlecht / Profeline needs to pass on postal address, the customer email address, and where available contact phone number to the delivery company authorised to delivering the goods. This forms part of the contract with Volker Schlecht / Profeline. The customer does not have the right to object. For further information please see our Privacy and Security page.

**Payment**

Prepayments to:

Volker Schlecht

Profeline

BIC: VOBADSSXXX

IBAN: DE64 6009 0100 0224 1080 26

**Reservation of property rights**

The goods delivered shall remain our property until full payment has been received.

**Warranty / Guarantee**

The statutory consumer rights will apply.

If we provide any other separate guarantees, your statutory warranty rights remain unaffected.

**Final provisions**

(1) All legal relationships between the customer and the company Volker Schlecht Merchant of pet supplies and accessories (trade name Profeline) shall be governed solely by the Law of the Federal Republic of Germany. The principles of the conflict of laws (private international law) and the application of the United Nations Convention of 11th April 1980 on Contracts for the International Sale of Goods (CISG) is hereby excluded. If the customer is equally the end-consumer of the goods, the place of residence of the customers may apply as the place of jurisdiction, as far as mandatory legal consumer regulations are concerned.

(2) If the customer is a merchant (Kaufmann), Heilbronn is the exclusive place of jurisdiction for all claims arising from or in connection with this business relationship.

**End of the T&Cs**