

NO WORRIES

GENERAL TERMS AND CONDITIONS

1) Scope of application

1.1 These General Terms and Conditions of Business (hereinafter referred to as "GTC") of Anna Kornmaier und Linda Manteuffel GbR (hereinafter referred to as "Seller"), apply to all contracts for the delivery of goods that a consumer (hereinafter referred to as "Customer") concludes with the Seller with regard to the goods presented by the Seller in his online shop. The inclusion of the customer's own terms and conditions is hereby rejected, unless otherwise agreed.

1.2 A consumer in the sense of these GTC is any natural person who concludes a legal transaction for purposes that can predominantly be attributed neither to his commercial nor his independent professional activity (§13 BGB), but to his private life.

2) Conclusion of the contract

2.1 The product descriptions contained in the seller's online shop do not represent binding offers on the part of the seller, but serve to provide a binding offer by the customer.

2.2 The customer can submit the offer using the online order form integrated into the seller's online shop. After placing the selected goods in the virtual shopping cart and going through the electronic ordering process, the customer submits a legally binding contractual offer with regard to the goods contained in the shopping cart by clicking the button concluding the ordering process.

2.3 The seller can accept the customer's offer within four working days,

by sending the customer a written order confirmation or an order confirmation in text form (e-mail), whereby the receipt of the order confirmation by the customer is decisive, or

by delivering the ordered goods to the customer, whereby the receipt of the goods by the customer is decisive, or

by requesting the customer to pay after placing his order.

If there are several of the aforementioned alternatives, the contract is concluded at the time when one of the aforementioned alternatives occurs first. The period for acceptance of the offer begins on the day after the customer sends the offer and ends with the expiry of the fourth working day following the sending of the offer. If the seller does not accept the customer's offer within the aforementioned period, this shall be deemed a rejection of the offer with the consequence that the customer is no longer bound by his declaration of intent.

2.4 If the payment method "PayPal Express" is selected, the payment will be processed by the payment service provider PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg (hereinafter referred to as "PayPal"), subject to the PayPal Terms of Use, available at <https://www.paypal.com/de/webapps/mpp/ua/useragreement-full> or - if the customer does not have a PayPal account - subject to the Terms for payments without a PayPal account, available at

<https://www.paypal.com/de/webapps/mpp/ua/privacywax-full>. If the customer selects "PayPal Express" as payment method during the online order process, he/she also places a payment order with PayPal by clicking the button that completes the order process. In this case, the Seller hereby declares the acceptance of the customer's offer at the time when the customer initiates the payment process by clicking the button concluding the order process.

2.5 When submitting an offer via the Seller's online order form, the text of the contract will be saved by the seller and sent to the customer in text form (e.g. e-mail or letter) after the customer has sent his order together with these General Terms and Conditions. However, the text of the contract can no longer be called up by the customer on the seller's website after sending his order.

2.6 Before the binding submission of the order via the online order form of the seller, the customer can identify possible input errors by carefully reading the information displayed on the screen. An effective technical means for better recognition of input errors can be the enlargement function of the browser, which is used to enlarge the display on the screen. Within the electronic ordering process, the customer can correct his entries using the usual keyboard and mouse functions until he clicks on the button that concludes the ordering process.

2.7 The German and English languages are available for the conclusion of the contract.

2.8 The order processing and contact are usually carried out by e-mail and automated order processing. The customer must ensure that the e-mail address provided by him for order processing is correct so that e-mails sent by the seller can be received at this address. In particular, when using SPAM filters, the customer must ensure that all e-mails sent by the seller or by third parties commissioned by the seller to process the order can be delivered.

2.9 The seller does not offer products for purchase by minors. If the customer is under 18 years of age, he/she may only use the online shop with the involvement of a parent or legal guardian.

2.10 It may happen that individual products that are posted in the seller's online shop are not available at certain times. Together with other information about the product, the customer will also inform the online shop about its availability. If the product selected by the customer is currently not available, he/she cannot place it in his/her shopping cart.

2.11 The entire content of the contract, i.e. the customer's order, our order confirmation and these GTC, is summarized in the order confirmation ("Order Confirmation") and sent to the customer by e-mail. The contents of the contract are stored by the Seller in compliance with the applicable data protection law.

2.12 The Seller's GTC are available for printing at any time at <https://www.noworriesworldwide.com/agb>

3) Right of withdrawal

3.1 Consumers are generally entitled to a right of withdrawal.

3.2 More detailed information on the right of revocation can be found in the seller's revocation instructions.

4) Prices and terms of payment

4.1 Unless otherwise stated in the Seller's product description, the prices stated are total prices. Additional delivery and shipping costs will be indicated separately in the respective product description.

4.2 For deliveries to countries outside the European Union, additional costs may be incurred in individual cases for which the seller is not responsible and which are to be borne by the customer. These include, for example, costs for money transfer through credit institutions (e.g. transfer fees, exchange rate fees) or import duties or taxes (e.g. customs duties). Such costs may also be incurred in relation to the transfer of money if the delivery is not to a country outside the European Union, but the customer makes the payment from a country outside the European Union.

4.3 The customer will be informed of the payment option(s) in the seller's online shop.

4.4 If advance payment by bank transfer has been agreed, the payment is due within two weeks after conclusion of the contract, unless the parties have agreed on a later due date. The following account is to be used for this payment method:

Anna Kornmaier and Linda Manteuffel GbR

Sparkasse Vest Recklinghausen

IBAN: EN04 4265 0150 1060 0800 98

BIC: WELADED1REK

If payment is not received within two weeks, the order will be cancelled.

4.5 If payment is made by means of a payment method offered by PayPal, the payment shall be processed by the payment service provider PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg (hereinafter referred to as "PayPal"), subject to the PayPal Terms of Use, available at <https://www.paypal.com/de/webapps/mpp/ua/useragreement-full> or - if the customer does not have a PayPal account - subject to the Terms for payments without a PayPal account, available at <https://www.paypal.com/de/webapps/mpp/ua/privacywax-full>.

5) Delivery and shipping conditions

5.1 The delivery of goods shall be made by dispatch to the delivery address indicated by the customer, unless otherwise agreed. The delivery address indicated in the Seller's order processing is decisive for the transaction. Notwithstanding the above, if the payment method PayPal is selected, the delivery address stored by the Customer with PayPal at the time of payment shall be decisive.

5.2 If the transport company returns the dispatched goods to the seller because a delivery to the customer was not possible, the customer bears the costs for the unsuccessful dispatch. This does not

apply if the customer is not responsible for the circumstance that led to the impossibility of delivery or if the customer was temporarily prevented from accepting the service offered, unless the seller had given the customer a reasonable period of notice of the service. Furthermore, this shall not apply with regard to the costs of the return shipment if the customer effectively exercises his right of revocation. In the case of effective exercise of the right of revocation by the customer, the provision made in the seller's revocation instruction shall apply to the costs of return shipment.

5.3 If the customer buys several products within the scope of one order in the online shop, he will receive all of these products within one delivery. If the Customer buys several Products as part of one order, the Seller will not deliver until the Customer has paid the purchase price for all the Products ordered.

5.4 If no specific delivery is indicated in the online shop or if different delivery times are indicated for different products ordered by the customer, the delivery time is generally 3-5 working days from the date of our order confirmation, provided that the full purchase price has been paid.

6) Retention of title

If the seller makes advance payment, he reserves the right of ownership of the delivered goods until full payment of the purchase price owed.

7) Liability for defects (warranty)

7.1 If the purchased item is defective, the provisions of the statutory liability for defects shall apply.

7.2 The customer is requested to complain about delivered goods with obvious transport damages to the deliverer and to inform the seller about it. If the customer does not comply with this, this has no effect on his legal or contractual claims for defects.

8) Applicable law

The entire existing legal relationship and each concluded contract is subject to the law of the Federal Republic of Germany, excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG).

9) Reservation of self-supply, right of withdrawal

9.1 The products designed by the seller are manufactured by his suppliers and delivered to his warehouse. He has selected these suppliers carefully.

9.2 If a product ordered by the customer cannot be delivered because the seller has not been supplied by his supplier through no fault of his own despite his contractual obligation, the seller is

entitled to withdraw from the contract. In this case, he will inform the customer immediately of the non-availability of the product. If he has already paid the purchase price, the seller shall refund the purchase price to the customer according to the payment method chosen by him.

10) Warranty

10.1 The seller shall be liable for defects of delivered products in accordance with the applicable statutory provisions, in particular §§ 434 et seq. GERMAN CIVIL CODE.

10.2 The statutory limitation period for warranty claims is two (2) years from the date of delivery of the products.

11) Notes on data processing

The seller collects data from the customer in the context of the processing of contracts. In doing so, the customer shall in particular observe the provisions of the Federal Data Protection Act and the Telemedia Act. Without the consent of the customer, the seller will only collect, process or use inventory and usage data of the customer as far as this is necessary for the execution of the contractual relationship and for the use and billing of telemedia. The transfer of the customer's data to third parties is expressly only carried out to the extent necessary to execute the order.

The seller will not use the customer's data for advertising, market or opinion research purposes without the customer's consent.

The customer has the opportunity at any time to obtain information free of charge about the personal data that the seller has stored about them. In addition, the customer may request the correction of incorrect data and the blocking and deletion of their personal data, provided there is no legal obligation to retain data.