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# General Terms and Conditions

## Webshop Secrid

### **1 - SCOPE**

The following Terms and Conditions apply to all orders placed via our online shop. Our online shop is for consumers only. A consumer is any natural person who concludes a legal transaction for purposes which cannot predominantly be attributed either to their commercial or self-employed activities. A business entity is any natural or legal person or private company with legal capacity, which is acting, when concluding legal transactions, in the scope of carrying on its commercial or self-employed activities.

### **2 - CONTRACTING PARTIES, CONCLUSION OF CONTRACT, AMENDMENT POSSIBILITIES**

The contract is concluded with Secrid B.V.

The presentation of the products in the online shop does not constitute a legally binding offer, but a non-binding online catalogue. 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. By clicking on the order button, you place a binding order of the goods contained in the shopping basket. Once you have sent your order you will immediately receive a confirmation via e-mail. The time at which the contract is concluded depends on the payment method you choose:

#### **Credit card**

When you place an order, you provide your credit card details and the credit card company carries out an authorization check. Once you have been identified as the legitimate cardholder, the payment transaction is automatically initiated and your credit card is charged when the order is placed. Once the credit card has been charged, the contract with us is concluded.

#### **TWINT**

When paying with TWINT, you complete the transaction using the TWINT app on your smartphone. During the checkout process, you either scan a QR code or are redirected to the TWINT app, where you approve the payment. Once the payment is successfully authorized through the TWINT app, the amount is deducted from your linked account or prepaid balance. The contract with us is concluded upon payment confirmation.

#### **PayPal**

When you pay with PayPal, you will be redirected to PayPal's website during the checkout process. To complete the payment, you must log in with your PayPal credentials and confirm the payment. Once the transaction is completed, we receive a payment confirmation from PayPal, and the contract with us is concluded.

#### **Apple Pay**

When you pay with Apple Pay, the payment is processed through the Apple Pay function on your device. You must authenticate the payment using the method provided by Apple (e.g., Face ID, Touch ID, or a passcode). Once the payment has been successfully authorized, the transaction is completed, and your account is charged. The contract with us is concluded upon payment confirmation.

#### **Google Pay**

When paying with Google Pay, the transaction is processed using the payment method stored in your Google account. You must confirm the payment via your mobile device or another authentication process provided by Google. After successful authorization, the payment amount is deducted from your account. The contract with us is concluded upon payment confirmation.

### **3 - CONTRACT LANGUAGE, SAVING OF THE CONTRACT TEXT**

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

We save the text of the contract and forward the order data and our Terms and Conditions to you. For security reasons, the contract text is no longer accessible online.

### **4 - TERMS OF DELIVERY**

Delivery costs may be added to the product prices displayed. Further information on delivery costs, if applicable, are explained within individual product offers.

We effect deliveries only by shipping products. Collection of the goods by customers themselves is not possible.

We do not deliver to parcel pick-up stations.

### **5 - PAYMENT**

The following payment methods are generally available in our shop:

#### **Credit card**

With the submission of the order, you provide your credit card details. After your identification as the legal cardholder, the payment transaction is automatically carried out and charged to your card.

#### **TWINT**

When choosing TWINT as your payment method, the transaction is completed through the TWINT app on your smartphone. During checkout, you scan a QR code or are redirected to the TWINT app, where you confirm the payment. The amount is then automatically deducted from your linked bank account or prepaid TWINT balance. Your device must support the TWINT app for this payment method to be available.

#### **PayPal**

If you choose to pay with PayPal, you will be redirected to PayPal's website during the checkout process. To complete the payment, you must log in with your PayPal credentials and confirm the transaction. The payment will then be processed automatically.

#### **Apple Pay**

When using Apple Pay, the payment is processed via the Apple Pay function on your device. Your

device must support Apple Pay, and you must have a valid payment method stored in your Apple Wallet. The transaction is completed automatically after your confirmation.

### **Google Pay**

For payments with Google Pay, the transaction is carried out using the payment method stored in your Google account. After confirming your identity, the payment is processed automatically. Your device must support Google Pay for this payment method to be available.

## **6 - 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.

## **7 - WARRANTY AND GUARANTEES**

We are under a legal duty to supply products that are in conformity with this contract. Information on any additional guarantees and their precise conditions that may apply can be found next to the product and on specific information pages in the shop, if applicable.

Customer service: Our customer service is available Day – Day between 09h and 18h via phone at +49 2065 7083319 or via email at [kundenservice@secid.com](mailto:kundenservice@secid.com).

## **8 - CONDITIONS FOR PERSONALISED SECRID PRODUCTS**

Personalising a Secrid product involves using our digital engraving tool ([customise-secid.com](http://customise-secid.com)) to inscribe custom text and/or designs onto the aluminium cardprotector. This makes the finished product unique and specific, according to your wishes.

You have full control over the entire creative process resulting in a product that reflects and fits your style.

There are however a few rules to the game:

### **1. Engraving conditions**

- It is only possible to engrave on the aluminium cardprotector.
- The engraving is light or dark depending on the colour of the Cardprotector's aluminium.

Once a Secrid product has been personalised by using our engraving services, it cannot be returned for a refund or exchange. Therefore, the reflection period does not apply to personalised Secrid products. Once your order is confirmed and processed, it cannot be canceled or altered. This policy is due to the customised nature of the product. Misspellings are at your own risk. Be mindful that colours shown may vary due to differences in monitors. You are responsible for proofreading and approving the final preview before placing your personalised order.

### **2. Misspellings and colour variations**

Misspellings are at your own risk. Be mindful that colours shown may vary due to differences in monitors. You are responsible for proofreading and approving the final preview before placing your personalised order.

### 3. Longer delivery time

Engraving your Secrid product may cause delivery times to be slightly longer than non-personalised, please keep this in mind.

### 4. Ethical standards for engraving

We are committed to upholding ethical standards in all our operations. To protect our brand image, we reserve the right to reject and refund orders that contain prohibited content as described above. We strive to make this policy clear to all customers to avoid any misunderstandings. Therefore, we will not process orders that contain any content that:

- violates or infringes in any way upon the rights of others;
- contains words or expressions of bigotry, racism, hate speech, abusiveness, vulgarity or profanity;
- is insulting, discriminatory, obscene, offensive, pornographic, sexually explicit or indecent;
- depicts violence of any kind, especially those involving animals and minors;
- makes libellous or defamatory comments about others;
- references drugs including drug paraphernalia, weapons or firearms;
- references political affiliations including not limited to, political ideologies, opinions, parties, organisations, campaigns, and engagement in political discourse;
- constitutes or encourages conduct that would be a criminal offence, give rise to civil liability or otherwise violate any law;
- is contrary to public decency, morality or can be considered offensive to the general public.

To protect our brand image, we reserve the right to reject and refund orders that contain prohibited content as described above. We strive to make this policy clear to all customers to avoid any misunderstandings.

### 5. Intellectual property rights

You warrant that the content does not infringe on the intellectual property rights of others. Secrid reserves the right to reject and refund orders where Secrid has reasons to believe that the requested content infringes such intellectual property rights.

## 9 - DISPUTE RESOLUTION

The European Commission provides an Online Dispute Resolution (ODR) platform, which can be found : <https://ec.europa.eu/consumers/odr/> We are neither obliged nor willing to participate in dispute resolution proceedings before a consumer arbitration board.

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