



ABOUT YOU SE & Co. KG

Domstraße 10

20095 Hamburg

Last updated: September 2026

General Terms and Conditions (GTC)

Our Terms and Conditions:

Here you will find important information about shopping at ABOUT YOU SE & Co. KG.

1. Conclusion of the Contract

The presentation of products in the online shop does not constitute a legally binding offer, but rather a non-binding online catalog. By clicking the "Buy now" button, you place a binding order for the goods contained in the shopping cart. Confirmation of receipt of the order follows immediately after the order is sent and does not yet constitute acceptance of the contract. We can accept your order by sending an order confirmation via email or by delivering the goods within two days.

2. Cancellation Policy

Right of Withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reasons.

The withdrawal period is fourteen days from the day on which you or a third party named by you, who is not the carrier, have or has taken possession of the final goods.

To exercise your right of withdrawal, you must inform us (**ABOUT YOU SE & Co. KG, Domstraße 10, 20095 Hamburg, Tel.: 0800 / 86 86 568, Email:**

customerservice@aboutyou-outlet.de) of your decision to withdraw from this contract by means of a clear statement (e.g., a letter sent by post or an email). You may use the attached model withdrawal form for this purpose, but it is not mandatory. You can also exercise your right of withdrawal online at <https://aboutyouwithdrawal.zendesk.com/hc/en-001/requests/new>. If you use this online function, we will provide you with an acknowledgment of receipt on a durable medium (e.g., by email) without delay, including information on the content of the declaration of withdrawal as well as the date and time of its receipt.

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

Consequences of Withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including delivery costs (with the exception of supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without delay and at the latest within fourteen days from the day on which we received the notification of your withdrawal from this contract. For this reimbursement, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged any fees for this reimbursement. We may withhold reimbursement until we have received the goods back or until you have supplied evidence that you have sent back the goods, whichever is the earliest.

You must send back the goods or hand them over to us or to our transport service provider without delay and in any event no later than fourteen days from the day on which you inform us of the withdrawal from this contract. The deadline is met if you send back the goods before the period of fourteen days has expired.

Generally, you bear the costs of returning the goods. However, we will cover the direct costs of the return, provided that you keep at least one item from the respective order even after the expiration of the voluntary right of return granted to you. In the event of a full return of the entire order, the costs of the return are to be borne by you. We charge a return fee of **€5.75 incl. VAT** for this, which we will deduct from the refund. 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.

Model Withdrawal Form

If you wish to withdraw from the contract, please fill out this form and send it back to: **ABOUT YOU SE & Co. KG, Domstraße 10, 20095 Hamburg, Germany, Email: customerservice@aboutyou-outlet.de**

I/We* hereby give notice that I/we* withdraw from my/our* contract for:

- The purchase of the following goods*:

.....
.....

- 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.*

3. Exclusion/Expiry of the Right of Withdrawal

According to Section 312g (2) of the German Civil Code (BGB), a right of withdrawal does not exist, among other things, for contracts for the supply of goods that are not prefabricated and for the manufacturing of which an individual choice or determination by the consumer is decisive or which are clearly tailored to the personal needs of the consumer. It expires prematurely for contracts for the supply of sealed goods which are not suitable for return due to health protection or hygiene reasons if their seal was removed after delivery.

4. Voluntary Right of Return up to 30 Days after Receipt of Goods

In addition to the statutory right of withdrawal described above, we grant you a voluntary right of return of a total of 30 days from receipt of goods. You can cancel the contract even after the 14-day withdrawal period has expired by returning the goods to us within 30 days of receipt (the period begins on the day after receipt of the goods), provided that the goods are complete, in their original packaging, and in an unused and undamaged condition, and provided that it is not goods made specifically to customer specifications, clearly tailored to personal needs, or unsuitable for return for reasons of health protection or hygiene. Timely dispatch is sufficient to meet the deadline.

For the costs of returning the goods based on the contractually granted voluntary right of return, the regulations set out under Section 2 "Cancellation Policy" of these GTC apply accordingly.

The goods are to be returned to: **ABOUT YOU SE & Co. KG, 20088 Hamburg.**

The contractually granted voluntary return guarantee does not affect your statutory rights and claims. In particular, your statutory right of withdrawal and your statutory warranty rights remain completely unaffected.

5. Delivery

Deliveries are generally only possible within Germany. Items are only supplied in quantities customary for households and only to end consumers.

6. Warranty

If the delivered goods have obvious material or manufacturing defects, including transport damages, please report such defects immediately to us or to the respective employee of the transportation service provider delivering the goods. However, failure to make this complaint has no consequences for your statutory warranty rights. In the event of a defect, you are entitled to statutory warranty rights in accordance with Section 439 (1) of the German Civil Code (BGB), provided that such cure is not impossible or disproportionate under statutory provisions. In the case of cure via repair, the original limitation period for claims due to a defect is extended once by twelve months. The Merchant does not give any additional warranties against defects other than the rights provided by law.

[Your legal guarantee right](#)

For more details, please refer to the information here:

<https://europa.eu/youreurope/guarantees>

7. Shipping Costs

Regardless of the order value, a flat-rate shipping fee of **EUR 5.75** applies per order and delivery address.

8. Payment

Payment can generally be made via PayPal, Sofortüberweisung (instant bank transfer), invoice, credit card (Mastercard, VISA). No discount (Skonto) deduction is possible. We reserve the right to offer you only certain payment methods for the requested delivery, for example, to safeguard our credit risk, only those corresponding to the respective credit rating.

Payment via PayPal

You pay directly via your PayPal account. After submitting your order, you will be redirected to PayPal, where you authorize the order value. As soon as our PayPal account has been informed of your authorization, shipping takes place – depending on the delivery time specified for the item. Your PayPal account will be debited with the actual invoice amount after deducting any discounts, gift vouchers, etc., immediately after authorization has taken place.

Payment via Credit Card

You pay directly during the ordering process by entering your credit card details. When the goods are shipped, your credit card will be debited with the actual invoice amount after deducting any discounts, gift vouchers, etc. For goods made specifically to customer specifications or clearly tailored to personal needs, your credit card will be debited immediately with the actual invoice amount after deducting any discounts, gift vouchers, etc.

Payment with Klarna

In cooperation with Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, we offer you the Klarna PayLater payment method. Payment is made to Klarna. Further information can be found in Klarna's Terms of Use. General information about Klarna can be found [here](#). Your personal data will be processed by Klarna in accordance with applicable data protection laws and as described in Klarna's Privacy Policy.

Payment with Apple Pay

You pay directly via your Apple account. After submitting your order, you will be redirected to Apple, where you can authorize the payment of the order amount. As soon as we have been informed of your authorization, shipping takes place – depending on the delivery time specified for the item. Depending on the payment method stored with Apple Pay, this will be debited with the actual invoice amount after deducting any discounts, gift vouchers, etc., immediately after authorization or after shipping has taken place.

Payment with Google Pay

You pay directly via your Google account. After submitting your order, you will be redirected to Google, where you can authorize the payment of the order amount. As soon as we have been informed of your authorization, shipping takes place – depending on the delivery time specified for the item. Depending on the payment method stored with Google Pay, this will be debited with the actual invoice amount after deducting any discounts, gift vouchers, etc., immediately after authorization or after shipping has taken place.

9. Prices

Our prices are in Euros and include statutory value added tax (VAT).

10. Retention of Title

The goods remain our property until full payment has been made.

11. Alternative Dispute Resolution

We are neither obliged nor willing to participate in dispute resolution proceedings before a consumer arbitration board.

12. Contract Language / Storage of the Order Text

The contract is concluded in the German language. The order text is not stored by us and cannot be retrieved after the ordering process has been completed. However, you can print out your order data immediately after submitting the order.

13. Provider Identification

ABOUT YOU SE & Co. KG

Domstraße 10

20095 Hamburg, Germany

Local Court (Amtsgericht) Hamburg HRA 126781

Legally represented by:

ABOUT YOU Verwaltungs SE

Local Court (Amtsgericht) Hamburg HRB 171601

Management Board (Vorstand): Sebastian Betz, Tarek Müller, Hannes Wiese

Chairman of the Supervisory Board: Dr. Christoph Lütke Schelhowe