

## CONSUMER INFORMATION AND CANCELLATION POLICY

If you order goods when visiting our online store, we would like to point out the following:

(1) The language available for the conclusion of the contract is exclusively German. Translations into other languages are for information purposes only. In the event of contradictions, the German text shall prevail.

(2) The essential characteristics of the goods and services offered by us as well as the period of validity of limited offers can be found in the individual product descriptions within our Internet offer.

(3) The presentation of our goods does not constitute a binding offer on our part. Only the order of a product according to § 3 (2) of our GTC by you represents a binding offer according to § 145 BGB.

(4) You can identify any input errors when placing your order during the final confirmation before checkout and correct them at any time using the delete and change function before sending the order.

(5) If the goods ordered by you are not available, we reserve the right not to provide the service.

(6) The prices stated by us are final prices including taxes. The shipping costs are shown separately with the respective products as well as in the order overview.

(7) The purchase price is due immediately with the order. The payment of the goods is made at your choice by credit card (we use the transmission method "SSL" to encrypt your personal data), by bank transfer or through our payment service provider.

(8) We would like to point out that, in addition to the ordinary legal process, you also have the option of an out-of-court settlement of disputes in accordance with Regulation (EU) No. 524/2013. Details can be found in Regulation (EU) No. 524/2013 and at the Internet address: <https://ec.europa.eu/consumers/odr>. Our e-mail address is: [shop@koenitz-group.com](mailto:shop@koenitz-group.com). In accordance with § 36 VSBG, we point out that we are not obliged to participate in an out-of-court dispute resolution procedure before a consumer arbitration board.

(9) The data required for the processing of the contract between you and us are stored by us and are accessible to you at any time. In this respect, we refer to the provisions of our privacy policy.

(10) For the rest, we refer to our General Terms and Conditions.  
[www.koenitz.com/shop/en/agb-shop-privatecustomer](http://www.koenitz.com/shop/en/agb-shop-privatecustomer)

Könitz Przellan GmbH

Bahnhofstraße 2

07333 Könitz

VAT ID No.: DE150526315

Commercial Register: HRB 201 661

Amtsgericht Jena

represented by

the CEO Turpin Rosenthal.

(11) As a consumer you have a right of revocation according to the following instruction:

## CANCELLATION POLICY

### RIGHT OF REVOCATION

You have the right to revoke this contract within fourteen days without giving any reason.

The revocation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, has or has taken possession of the goods. If your goods are delivered in several partial shipments, the withdrawal period begins on the day on which you or a third party named by you, who is not the carrier, have taken possession of the last partial shipment or the last piece.

In order to exercise your right of withdrawal, you must send us, Könitz Porzellan GmbH,

Bahnhofstraße 2, 07333 Könitz, info@koenitz-group.com, +49 (0) 36732/ 344 - 0, by means of a clear declaration (e.g. a letter sent by post, fax or e-mail) of your decision to revoke this contract. For this purpose, you may use the enclosed sample revocation form, which, however, is not mandatory.

In order to comply with the withdrawal period, it is sufficient that you send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

### CONSEQUENCES OF CANCELLATION

If you revoke this contract, we shall reimburse you all payments we have received from you, including delivery costs (with the exception of additional costs resulting from the fact that you have chosen a type of delivery other than the cheapest standard delivery offered by us), without undue delay and no later than within fourteen days from the day on which we received the notification of your revocation of this contract. For this repayment, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged any fees because of this repayment.

We may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earlier.

You must return or return the goods without undue delay and in any case no later than 14 days from the day on which you notify us of the cancellation of this contract. The deadline is met if you send the goods before the expiry of the period of 14 days.

We shall bear the costs of returning the goods within Germany.

You will only have to pay for any loss in value of the goods if this loss in value is due to handling of the goods that is not necessary for testing the condition, properties and functioning of the goods.

#### ADDITIONAL NOTES

In the event that you return the goods to us, we ask you to use the original packaging, if still available.

27.03.2023

### Sample cancellation form

(If you want to cancel the contract, please fill out this form and return it to us).

— To Könitz Porzellan GmbH, Bahnhofstr. 2, 07333 Könitz, e-mail: shop@koenitz-group.com:

— Herewith I/we (\*) revoke the contract concluded by me/us (\*) for the purchase of  
of the following goods (\*)/the following services(\*)

— Ordered on (\*)/received on (\*)

— Name of the consumer(s)

— Address of the consumer(s)

— Signature of consumer(s) (only in case of paper communication)

— Date

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(\*) Delete where not applicable