

AGB

THE MOST IMPORTANT FACTS

By placing an order in the IMPIBAG online shop (www.impibag.com), by purchasing products in a shop managed by IMPIBAG and by purchasing at events you accept the following general terms and conditions.

IMPIBAG reserves the right to amend or update these General Terms and Conditions at any time. The version of the General Terms and Conditions shown on this website at the time of the order is valid.

The goods offered at www.IMIBAG.com are clearly shown on the Internet page and correspond to reality to a large extent. IMPIBAG.com is, however, not in a position to guarantee that the pictures and colours that the customer sees on his screen (also due to different screens, graphics and/or printer settings) are fully conform with reality.

If goods are delivered with obvious transport damage, please complain to the delivery agent, and contact us immediately.

You can return your order within 14 days (see return section for further details). To return the order please fill out the return form and send it with the return to Impibag/ Witthauergasse 6/2, 1180 Vienna, Austria. Please also send us an e-mail informing us of the return.

SCOPE OF APPLICATION / DEFENCE CLAUSE

Ms&e trading gmbh. Witthauergasse 6/2. A-1180 Vienna Austria - represented by the managing shareholders - Edith Glavanovitz and Martin Seidl - operates an online shop at the internet address www.IMPIBAG.com, which sells IMPIBAGS and IMPIBAG accessories. For legal relationships established through the Internet shop www.IMPIBAG.com - ms&e trading gmbh between us/the operator of the shop (hereinafter also referred to as "supplier") and its customers shall be governed exclusively by the following general business relations in the respective version at the time of the order.

Products purchased in the IMPIBAG online shop are sold exclusively to private costumers. Any resale or distribution of Impibag products purchased through this website is strictly prohibited.

IMPORTANT GENERAL INFORMATION

Product presentation:

The goods offered at www.IMIBAG.com are clearly shown on the Internet page and correspond to reality to a large extent. IMPIBAG.com is, however, not in a position

to guarantee that the pictures and colours that the customer sees on his screen (also due to different screens, graphics and/or printer settings) are fully conform with reality.

Stock of goods:

We would like to point out that the products presented at www.IMPIBAG.com may no longer be available or at the time of the customer's visit to the Internet site. IMPIBAGS from the current collection will return within approximately 6 weeks if a color is not in stock.

CONTRACTUAL PARTNER/ CONCLUSION OF CONTRACT

The presentation of the goods in the Internet shop is not a binding offer by the supplier.

Your orders constitute an offer. By sending the order in the shop www.IMPIBAG.com or by e-mail to info@impibag.com/ office@impibag.com you make a binding offer directed towards the conclusion of a purchase contract for the goods contained in the shopping basket or the goods shown on www.IMPIBAG.com and ordered by message.

A contract of sale with ms&e trading gmbh shall only become effective with the delivery of the goods. An automated order confirmation does not constitute a binding purchase contract.

IMPIBAG reserves the right not to accept an order. Should an order not be accepted IMPIBAG will inform the purchaser immediately.

RESERVATION OF OWNERSHIP

The delivered goods remain the property of the supplier ms&e trading until full payment has been made.

PRICES AND PAYMENT

Payment of the purchase price is due upon submission of the order. The prices stated at the time of the order applicable. They are final prices. This means that they include the applicable statutory value-added tax and all other price components, but not the shipping costs.

For shipping outside the European Union may incur further costs in individual cases, which are to be borne by the customer. IMPIBAG.com is not liable for local taxes or import duties. These are to be paid by the customer on receipt of the goods. Likewise, costs for money transaction are to be borne by the customer.

The following payment methods are possible: Prepayment. Credit card and Paypal.

We reserve the right not to offer certain payment methods for each order and to refer to other payment methods. The payment processes are handled with our payment service provider. If payments are made by credit card, your credit card account will be charged when the order is dispatched. You agree that you will receive invoices and credit notes in electronic form only.

IMPIBAG.com is entitled to refuse orders from customers who are known to be unworthy of credit. IMPIBAG.com also reserves the right to refuse enquiries and orders that do not meet IMPIBAG.com's respective requirements.

SHIPPING COSTS

Shipping costs are added to the stated product prices. The amount of the shipping cost depends on the customer's place of residence - for more information, please see our shipping costs page.

RETURN & CANCELLATION CONDITIONS

RETURN/RIGHT OF RESIGNATION

The order placed by the customer is binding. You have the right to cancel this contract 14 days without giving reasons to revoke this contract. The period begins as soon as the goods have been either delivered to the delivery address or have been dispatched at a parcel shop. If you are not present at the time of delivery, the order will be delivered to the nearest parcel shop or to a neighbour's home if this is requested by you.

If you make use of your right of withdrawal, you must inform us ([impibag.com/ms&e trading 1180 Vienna/ Austria; office@impibag.com](mailto:office@impibag.com)) by means of a clear declaration. This declaration can be made in writing by mail or by fax. (Please use the attached cancellation form). If you have already received the goods please return them immediately, at the latest, however, within 14 days from the day on which you notify us of the of the revocation of the contract in the original packing with all accessories attached. You shall bear the direct costs of the return of the goods. You only have to pay for any loss in value of the goods if this is attributable to a handling by you that was not necessary for checking the quality of the products. The right of resignation is excluded if the order concerns the delivery of goods which are specially made for the customer or which are clearly tailored to the personal needs of the customer (e.g. in the case of personalised goods).

CONSEQUENCES OF REVOCATION

If you make use of your right of withdrawal within the possible time limit, IMPIBAG.com is obligated to refund the costs of the goods (excluding shipping costs and other costs incurred after dispatch of the goods, e.g. customs costs). The money will be transferred back to your account after receipt and inspection of the

goods. For the same means of payment that you used for the original transaction. We may refuse to refund you until we have received the goods back.

DELIVERY AND SHIPPING

The delivery of goods shall be made by dispatch to the delivery address you have given. If you are not present at the time of delivery, the goods will be delivered to the nearest parcel shop or to neighbours, if this is explicitly requested by you.

If the transport company sends the goods back to us because it was not possible to deliver them to you, you will bear the costs for the unsuccessful dispatch.

Please note: Goods that have been in the parcel shop for too long are automatically returned to us.

Goods that are marked as "in stock" in the online shop will be delivered immediately after receipt of the order and payment within a maximum of 5 working days. For deliveries within Austria, we use the Österreichische Post AG, GLS or DPD, outside of Austria GLS, DPD or DHL. A personal pick-up is only possible in exceptional cases for logistical reasons. If goods are delivered with obvious transport damage, please complain to the delivery company and contact us immediately.

WARRANTIES AND GUARANTEES

Complaints on the basis of statutory warranty claims can be asserted under the contact details stated in the imprint.

RETURNS

If you wish to exchange an unused article, you can return it to us within the return period of two weeks.

However, an exchange is only possible if the item is in stock. As soon as the item you returned has been received by us and we are convinced that it is in unused condition, the exchange will be made. Shipping costs and additional costs that may be incurred after the goods have been shipped (e.g. customs) must be paid again when the item is exchanged.

DAMAGED OR INCORRECTLY DELIVERED ITEMS

If a damaged or incorrect item has been delivered, please contact us immediately. We will of course replace or take back this item and immediately credit the purchase price including shipping costs. Shipping costs will be reimbursed by IMPIBAG in the event of clear damage or wrong delivery.

DATA PROCESSING

We collect personal data if you provide it to us voluntarily in the context of your order or when you contact us voluntarily. Which data is collected can be seen from the respective input forms. We use this data exclusively for communication with you, for the processing of your orders and for the processing of your enquiries. In order to fulfil the contract, we pass on your data to the delivery company - for the processing of payments we pass on the necessary payment data to the payment service provider commissioned by us. If we receive your e-mail address in connection with the sale of a product and you have not objected, we will use it to inform you regularly about offers from our product range. You can object to this use at any time and unsubscribe from the IMPIBAG newsletter. Please use the link on the newsletter or send us a short message by e-mail. In order to make the visit to our website attractive and to enable the use of certain functions, we use cookies on various pages. You can set your browser in such a way that you are informed about the acceptance of cookies and decide individually whether to accept them or generally exclude them. If you do not accept cookies, the functionality of our website may be limited.

FINAL CLAUSES

Severability clause: Should any provision of these General Terms and Conditions be invalid, this shall not affect the validity of the remaining provisions. Austrian law shall apply. Place of jurisdiction is Vienna. The contractual language is German. Last update: JAN 2023.