

### § 1 - DELIVERY / DELIVERY AREA

- (1) A delivery is defined as a one-off dispatch (of one or more parcels) to a specific address at a certain time.
- (2) StepOver GmbH (StepOver Europe) delivers exclusively within the EU.
- (3) Please contact StepOver International GmbH for deliveries outside of the EU.

### § 2 - DELIVERY TIME

StepOver GmbH's (StepOver Europe) average delivery time for small quantities (fewer than 100 items) is usually 2-10 working days, provided that all parts are available in stock, as well as delivery time. Delivery usually takes between 3 and 14 working days within the EU. If an item is not directly available, or delivery time is expected to be longer for any other reason, we shall inform you of the delay by e-mail or telephone within our normal delivery period. We will be happy to inform you of delivery times for orders of more than 100 items on request.

### § 3 - EXPRESS DELIVERY

Express item delivery is available from StepOver GmbH (StepOver Europe) to most EU countries for an "express processing charge" of € 25.00, plus actual shipping costs of our parcel service or dispatch upon agreement. However, this service is only possible if the item is in stock in the desired quantity. Express orders placed after 12 pm (CET) can be dispatched the following day at the earliest.

### § 4 - DISPATCH COSTS

- (1) StepOver GmbH (StepOver Europe) shall charge a flat-rate shipping fee of € 20.00 for standard dispatch within the EU, except overseas territories and islands belonging to the EU
- (2) A discounted shipping fee of € 10.00 per delivery or free delivery on orders of more than 10 signature pads per order apply to countries with a StepOver base within the EU (currently Germany, Italy and Spain), except overseas territories and islands belonging to these countries

For deliveries to overseas territories and islands who belong to the EU, please contact our sales department to get an offer.

### § 5 - Mode of Dispatch / Parcel Service Provider / Dispatch or Forwarding

- (1) StepOver GmbH (StepOver Europe) shall dispatch items exclusively via a service provider it has selected and commissioned (parcel service provider, freight forwarder, etc.).
- (2) StepOver GmbH (StepOver Europe) shall select the dispatch mode (parcel service, freight forwarding, etc.) according to economic, insurance-related and organisational considerations. Delivery shall be effected either in individual parcels or euro-pallets.

### § 6 - Insurance / Receipt of Goods

- (1) StepOver GmbH (StepOver Europe) shall send your item(s) insured to the point of receipt, unless otherwise agreed.
- (2) The delivery must be checked for correctness and completeness upon receipt.

(3) In order to claim transport damage or similar, the delivered item(s) must be checked by the customer(s) as quickly as possible. Clearly visible damage must be documented immediately upon receipt (in written and photographic form) and acknowledged by the forwarding agent / delivery agent / distributor. If damage is suspected, the recipient need only confirm conditional acceptance (with details of the presumed damage). The following terms apply when claiming for damage not clearly visible from outside:

- a. Mailings (parcels / packets, etc.) must be checked immediately upon receipt. Any damage must be reported immediately to StepOver GmbH (StepOver Europe) including written and photographic documentation.
- b. For freight mailings by motor vehicle/rail transport, etc., any damage must be reported to StepOver GmbH (StepOver Europe) 3 days after delivery at the latest (including written and photographic documentation).

### § 7 - REPAIR RETURNS

Please be aware that repairs shall be carried out exclusively according to our repair conditions and prices where appropriate. Our repair conditions and prices can be found here: [www.StepOverInfo.net/REP](http://www.StepOverInfo.net/REP). Unfortunately we cannot process items sent without an RMA slip (RMA form). We do not accept items without prepaid postage.

### § 8 –RESERVATION OF PROPRIETARY RIGHTS

All items dispatched by StepOver GmbH (StepOver Europe) remain the property of StepOver GmbH (StepOver Europe) until full payment has been received.