

§ 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 International GmbH (StepOver International) delivers goods globally, with the exception of the People's Republic of China and countries against which an economic embargo has been imposed which applies to StepOver products, as well as with the exception of regions and/or countries which are internationally classified as war and crisis zones.
- (3) StepOver International GmbH (StepOver International) reserves the right to refuse to deliver to individual countries.
- (4) Delivery to the Russian Federation and countries in the Commonwealth of Independent States (CIS) is only possible after consultation regarding the size of the project or any special conditions.
- (5) Delivery to countries that require a special registration or certification from StepOver International is only possible after consultation regarding the size of the project or any special conditions.

§ 2 - DELIVERY TIME

StepOver International GmbH's (StepOver International) average delivery time, for small quantities (fewer than 50 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. Please be aware that deliveries to non EU countries may take a few days longer. If an item is not directly available, or delivery time is expected to be longer for any other reason, then 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 50 items on request.

§ 3 - EXPRESS DELIVERY

Please note that an express delivery to countries outside the EU is not possible for customs reasons, as well as for express deliveries of larger quantities sold to the EU market. Express item delivery is available to most EU Countries for an "express processing charge" of USD 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 (EST) can be dispatched the following day, at the earliest.

§ 4 - DISPATCH COSTS

- (1) The dispatch costs to countries outside of the EU are calculated individually for each delivery by StepOver International GmbH parcel service/forwarding service. Dispatch costs may therefore vary.
- (2) StepOver 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.
- (3) 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, Spain), except overseas territories and islands belonging to these countries.
- (4) For deliveries to overseas territories and islands who belong to the EU, please contact our sales department to get an offer.

- (5) For deliveries to places outside of the EU:

Your goods will be delivered from our factory in Germany. StepOver International GmbH (StepOver International) undertakes the export process and therefore charges a fee of 75 € for each export process, plus the actual dispatch costs with the parcel service/forwarding service.

Please note: The import process is not carried out by StepOver International GmbH (StepOver International). Furthermore, StepOver International GmbH shall not assume the costs of any import fees, taxes or other duties.

- (6) StepOver International GmbH (StepOver International) shall charge a flat-rate of 50 € per certificate, for obtaining a certificate of origin from the Chamber of Industry and Commerce in cases where necessary.

§ 5 - MODE OF DISPATCH / PARCEL SERVICE PROVIDE / DISPATCH OR FORWARDING

For deliveries to places outside of the EU:

- (1) StepOver International GmbH (StepOver International) shall exclusively dispatch items via a service provider it has selected and commissioned (parcel service provider, freight forwarder, etc.). The use of a customer's shipping service (e.g. dispatching items on the customer's UPS, DHL or FedEx account) is possible in cases where the customer organises the delivery themselves, but it is strictly limited to the conditions specified in paragraph 5.2.
- (2) If a customer would like to organise the delivery of their item(s), distribution or similar i.e. via their own service provider, they may inform StepOver International GmbH (StepOver International), at the latest, on the day of ordering. StepOver International GmbH will charge a handling and processing fee of 50,-€ for the necessary communication and coordination with the customer's service provider. Please note that delivery by INCOTERMS FCA (according to the INCOTERMS 2020) is automatically agreed in such cases. The named place of delivery (therein the risk passes to the buyer) is in that case the StepOver factory in Germany, 70329 Stuttgart, Otto-Hirsch Bruecken 17 PLEASE NOTE: You, as the buyer, must obtain transport insurance. Transport insurance must cover the shipment's entire value of goods. StepOver must be given proof of this insurance. Dispatch by the customer, i.e. by the third party commissioned by the customer, is not possible without said proof.

StepOver International GmbH will execute the export customs (as specified by FCA) and will therefore charge an additional fee of 75 € for each export process. In case the goods have to be delivered to a destination that results in the requirement of a Certificate of Origin for customs, StepOver International GmbH will automatically obtain such a certificate from the Chamber of Commerce and charge a flat rate price of 50 € therefore. In addition StepOver International GmbH will communicate the collection date for the delivery to the customer.

It is the customer's full responsibility to handle all the communication, management and payments with their transport service provider on their own. In case of smaller deliveries collected by a parcel service, the location for collections is on the 4th floor of the building. In case of dispatches on EU pallets, the collection location will be the freight zone (the driver should contact our personnel on the 3rd floor of the building). Collection times are Mo-Fr- 08:00-15:00 CET. Please make sure that the transport service provider is informed that there is no loading dock at the freight zone (place of collection). In case of larger orders and/or dispatches on EU pallets, a truck with a lifting ramp is required.

Please find a description of packing, including all relevant dimensions and weights, by following this link: <https://www.stepoverinfo.net/pack>

Should extra seaworthy packing be required, please inform StepOver when placing the order at the latest. An extra charge for such packing may be necessary.

If you wish to receive larger deliveries in separate boxes, rather than boxes on an EU pallet, please inform StepOver when placing the order at the latest.

Please note that this is the only option StepOver International GmbH can offer in case a customer would like to use their own shipping service.

A document containing the collection information for your transport service provider can be located by clicking on: <https://www.stepoverinfo.net/MAP>

- (3) StepOver International GmbH (StepOver International) 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.

Please note: The import process is not carried out by StepOver International GmbH (StepOver International). Furthermore, StepOver International GmbH shall not assume the costs of any import fees, taxes or other duties.

§ 6 - INSURANCE / RECEIPT OF GOODS

- (1) StepOver International GmbH (StepOver International) dispatches your goods in accordance with the previously agreed Incoterms (INCOTERMS 2020). **Please observe our order confirmation.**
- (2) The delivery must be checked for correctness and completeness upon receipt (at the named place of delivery).
- (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, at the named place of delivery (in written and photographic form) and acknowledged by the forwarding agent / delivery agent / distributor. If damage is suspected, the recipient needs only to confirm conditional acceptance (with details of the presumed damage). The following terms apply when claiming for damage not clearly visible from the outside:
 - a. Mailings (parcels / packets, etc.) must be checked immediately, upon receipt, at the named place of delivery. Any damage must be reported immediately to StepOver International GmbH (StepOver International) including written and photographic documentation.
 - b. For freight mailings organised by StepOver International by motor vehicle/rail transport etc., any damage must be reported to StepOver International GmbH (StepOver International) within 3 days following delivery (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 under: <https://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 International GmbH (StepOver International) remain the property of StepOver International GmbH (StepOver International) until full payment has been received.