

### § 1 - DELIVERY / DELIVERY AREA

- (1) A delivery is a one-off dispatch (of one or more parcels) to a single address at a single time.
- (2) StepOver GmbH (StepOver Europe) only delivers within the EU.
- (3) For deliveries outside the EU, please contact StepOver International GmbH.

### § 2 - DISPATCH TIME / DELIVERY TIME

The dispatch time of StepOver GmbH (StepOver Europe) for smaller quantities (<100 pcs.) is usually 2-10 working days from stock, plus delivery time. Within the EU, this results in a normal delivery time of 3-14 working days. If an item is not immediately available or if the delivery time is extended for other reasons, we will inform you of the delay by e-mail or telephone within our normal delivery time. We will be happy to inform you of delivery times for orders >100 pcs. on request.

### § 3 - EXPRESS DELIVERY

Express shipping of goods is available from StepOver GmbH (StepOver Europe) for an "express handling fee" of € 25 plus the actual express shipping costs of our parcel service / or our forwarding agent by arrangement for most EU countries, but only if the goods are in stock in the desired quantity. Express orders received after 12 noon (CET) can be dispatched the next day at the earliest.

### § 4 - SHIPPING COSTS

- (1) For standard shipping within the EU, StepOver GmbH (StepOver Europe) charges a shipping fee of € 25, excluding overseas territories and islands of the EU.
- (2) For deliveries to overseas territories and islands belonging to the EU, please contact our sales team for a quote.

### § 5 - SHIPPING METHOD / PARCEL SERVICE PROVIDER / FORWARDING AGENT

- (1) StepOver GmbH (StepOver Europe) ships your goods exclusively via service providers selected and commissioned by it (parcel service providers, forwarding agents, etc.).
- (2) StepOver GmbH (StepOver Europe) selects the shipping type (parcel service provider, freight forwarder, etc.) itself according to economic, insurance and organizational aspects. Deliveries are made either in individual parcels or on Euro pallets.

### § 6 - INSURANCE / ACCEPTANCE OF GOODS

- (1) StepOver GmbH (StepOver Europe) ships its goods insured until acceptance by the recipient, unless otherwise agreed.
- (2) The delivery must be checked for completeness and correctness upon acceptance.
- (3) In order to be able to claim transport damage or similar, the delivered goods must be inspected by the customer as soon as possible. Externally recognizable damage must be documented immediately upon acceptance (in writing and photographically) and acknowledged by the carrier/supplier/deliverer. Even if damage is suspected, the recipient may only acknowledge receipt with reservations (stating the suspected damage). The following deadlines apply to complaints about damage that is not externally recognizable:
  - a) Postal items (parcels/packages etc.) must be inspected immediately upon receipt and any damage must be reported to StepOver GmbH (StepOver Europe) immediately (including written and photographic documentation of the damage).
  - b) In the case of forwarding shipments, motor vehicle transport/rail transport etc., damage must be reported to StepOver GmbH (StepOver Europe) no later than 3 days after delivery (including written and photographic documentation of the damage).

### § 7 - REPAIR RETURNS

Please understand that repairs can only be carried out in accordance with our repair conditions and prices. You can find our repair conditions and prices here:

[www.StepOverInfo.net/REP](http://www.StepOverInfo.net/REP). Unfortunately, we cannot process goods sent in for repair without an RMA certificate (RMA form). Goods sent carriage forward will not be accepted by us.

### § 8 - RETENTION OF TITLE

All goods dispatched by StepOver GmbH (StepOver Europe) remain the property of StepOver GmbH (StepOver Europe) until they have been paid for in full.