

General terms of business

best4travellers SHOP | Owner **Robert Heydecke**
Fritzenwiese 2, 29221 Celle, Germany, Fon +49 51 41 - 88 90 99 5, Fax +49 51 41 - 88 90 99 3,
E-Mail: info@best4travellers.com

1. Cancellation policy

Your right to cancel your order

You have the right to cancel your agreement to purchase in writing (e.g. by post, fax or e-mail) within two weeks without stating your reasons or – if the goods have already been received before expiry of this period – by returning the goods. The period begins on receipt of this written notification of policy, however, not before receipt of the goods by the recipient (in the case of a repeat delivery of similar goods, not before receipt of the first part-delivery) and not before compliance with our duty to provide information in accordance with § 312c Para. 2 of the German Civil Code in conjunction with § 1 Para. 1, 2 and 4 of the German Civil Code – Information Order and our duties under § 312e Para. 1 sentence 1 of the German Civil Code in conjunction with § 3 of the German Civil Code Information Order. Observation of the cancellation period involves simply sending timely written cancellation of the order or the item to: Robert Heydecke - best4travellers SHOP, Fritzenwiese 2, 29221 Celle, Germany, Fax +49 51 41 - 88 90 99 3, e-mail info@best4travellers.com.

After cancellation

Should you effectively cancel your order, the services and payments received on both sides must be returned and, if appropriate, any benefits obtained (e.g. interest) paid. If you cannot return to us all or part of the goods ordered or if you can return them to us only in a damaged condition, you must pay us appropriate compensation immediately. If the goods have been delivered, this does not apply if the damage to the goods is exclusively attributable to testing such as might be carried out in a retail store. Compensation does not need to be paid in the event of impairment of the product in the course of its proper use if you do not use the item as your own property and refrain from doing anything that would reduce its value.

Goods that can be transported as packages are to be returned at our cost and risk. You bear the cost of the return if the delivered goods correspond to the goods ordered and if the price of the product to be returned does not exceed 40 euros or if you have not yet made counterpayment or a contractually-agreed part payment for a higher-priced product by the time it is cancelled. Otherwise, return is free of charge to you. Products that cannot be sent as packages will be collected from you. Obligations to make payments must be settled within 30 days. The period begins for you with the sending of your declaration of cancellation or the item and for us with its receipt.

End of right to cancel

If you are a company within the meaning of § 14 of the German Civil Code (BGB) and, on conclusion of the contract, are exercising your commercial or independent trading activity, there is no right of cancellation.

2. Validity of contract

The contract does not enter into force until dispatch to you by us of the goods ordered.

When you order, you make a binding commitment to us regarding the conclusion of a contract. You make the order when you enter all the data during the ordering process and then send the order form to us in step 4 under "Check your order!" by clicking on the "Submit order" button.

By dispatching the goods to you, we are accepting the offer of conclusion of a contract (your order).

When you order from our online shop, a contract enters into force with:

Robert Heydecke |
best4travellers SHOP
Fritzenwiese 2, 29221 Celle,
Germany
Fon +49 51 41 - 88 90 99 5,
Fax +49 51 41 - 88 90 99 3
E-Mail: info@best4travellers.com

3. Storage of contract text

We store your order and the order data given by you. Should you require a printout of your order, you can print out the order confirmation. After the order has been processed, when you complete step 4 and press the "Submit order" confirmation button, you will see on your screen the words "Thank you very much! We have received your order!" Here you have the option of printing out the order with all the data you have entered. If you have given us your e-mail address, you will also receive the order confirmation by e-mail, showing all the data you have entered.

4. Customer service

Please address any inquiries regarding the order or complaints to our customer service department:

by E-Mail: service@best4travellers.com
by telephone: +49 51 41 - 88 90 99 5
by fax +49 51 41 - 88 90 99 3

5. Reservation of ownership

The goods supplied remain the property of Robert Heydecke, best4travellers SHOP until they are fully paid for.

6. Terms of payment, delivery and default

We will deliver within 3 - 4 working days after receipt of payment if not otherwise stated next to the item.

We offer supply for advance payment by bank transfer, payment by Sofortüberweisung.de and Paypal. In the case of payment by automatic debit transfer, collection will take place within one month of receipt of the order.

In the event of default, we reserve the right to apply debt collection costs.

7. Guarantee

The statutory rights under guarantee apply.

8. Concluding provisions

German law applies.



- Address
Fritzenwiese 2
29221 Celle, Germany
- Telephone:
+49 51 41 - 88 90 99 5
- Telefax:
+49 51 41 - 88 90 99 3
- E-Mail:
info@best4travellers.com
- Internet:
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