

*The Terms and Conditions were last updated on April 29, 2024*

## **1. Introduction**

These Terms and conditions apply to this website and to the transactions related to our products and services. You may be bound by additional contracts related to your relationship with us or any products or services that you receive from us. If any provisions of the additional contracts conflict with any provisions of these Terms, the provisions of these additional contracts will control and prevail.

## **2. Binding**

By registering with, accessing, or otherwise using this website, you hereby agree to be bound by these Terms and conditions set forth below. The mere use of this website implies the knowledge and acceptance of these Terms and conditions. In some particular cases, we can also ask you to explicitly agree.

## **3. Electronic communication**

By using this website or communicating with us by electronic means, you agree and acknowledge that we may communicate with you electronically on our website or by sending an email to you, and you agree that all agreements, notices, disclosures, and other communications that we provide to you electronically satisfy any legal requirement, including but not limited to the requirement that such communications should be in writing.

## **4. Intellectual property**

We or our licensors own and control all of the copyright and other intellectual property rights in the website and the data, information, and other resources displayed by or accessible within the website.

### **4.1 All the rights are reserved**

Unless specific content dictates otherwise, you are not granted a license or any other right under Copyright, Trademark, Patent, or other Intellectual Property Rights. This means that you will not use, copy, reproduce, perform, display, distribute, embed into any electronic medium, alter, reverse engineer, decompile, transfer, download, transmit, monetize, sell, market, or commercialize any resources on this website in any form, without our prior written permission, except and only insofar as otherwise stipulated in regulations of mandatory law (such as the right to quote).

## **5. Newsletter**

Notwithstanding the foregoing, you may forward our newsletter in the electronic form to others who may be interested in visiting our website.

## **6. Third-party property**

Our website may include hyperlinks or other references to other party's websites. We do not monitor or review the content of other party's websites which are linked to from this website. Products or services offered by other websites shall be subject to the applicable Terms and Conditions of those third parties. Opinions expressed or material appearing on those websites are not necessarily shared or endorsed by us.

We will not be responsible for any privacy practices or content of these sites. You bear all risks associated with the use of these websites and any related third-party services. We will not accept any responsibility for any loss or damage in whatever manner, however caused, resulting from your disclosure to third parties of personal information.

## **7. Responsible use**

By visiting our website, you agree to use it only for the purposes intended and as permitted by these Terms, any additional contracts with us, and applicable laws, regulations, and generally accepted online practices and industry guidelines. You must not use our website or services to use, publish or distribute any material which consists of (or is linked to) malicious computer software; use data collected from our website for any direct marketing activity, or conduct any systematic or automated data collection activities on or in relation to our website.

Engaging in any activity that causes, or may cause, damage to the website or that interferes with the performance, availability, or accessibility of the website is strictly prohibited.

## **8. Registration**

You may register for an account with our website. During this process, you may be required to choose a password. You are responsible for maintaining the confidentiality of passwords and account information and agree not to share your passwords, account information, or secured access to our website or services with any other person. You must not allow any other person to use your account to access the website because you are responsible for all activities that occur through the use of your passwords or accounts. You must notify us immediately if you become aware of any disclosure of your password.

After account termination, you will not attempt to register a new account without our permission.

## **9. Prices - terms of payment**

Our prices are determined based on the precise details and information of the Customer. These details and information form the basis for our price offer. Unless stipulated otherwise in the order confirmation, our prices apply “ex works” and include packaging. Prices are stated in EUR.

If the use of rented packaging is required for the transport (e.g. euro-pallets / wire crates), we charge an additional rental fee if an exchange of equal value at the Customer is not possible. We reserve the right to adjust prices appropriately if cost increases occur after the conclusion of the contract, particularly based on tariff agreements or price changes for material or currency fluctuations. We are obligated to proceed likewise in case of cost reductions. Upon request, we shall verify both cost reductions and cost increases as soon as and to the extent that they have occurred, and shall take them into account in the form of cost increases and cost reductions.

Statutory Value Added Tax is not included in our prices; it is specified in the invoice at its legal amount on the day of invoicing.

The deduction of a discount is only permissible upon special written agreement.

Unless stated otherwise in the order confirmation, the purchase price is due and payable net (without deductions) within 14 days from date of invoice. The statutory regulations apply regarding the consequences of default of payment. For all online orders, payment withdrawal will take place when the goods are shipped from our warehouse.

The Customer is only entitled to off-setting if his counter claims were legally determined, are uncontested or accepted by us. He is furthermore entitled to a right of retention in as far as his counter claim is based on the same contractual relationship.

## **10. Delivery withdrawal - delivery time**

The commencement of delivery times stipulated by us implies that all technical issues have been clarified. Delivery time will be stated on the order confirmation. For all stock goods, the delivery time is expected to be 5-8 working days. Read more: <https://actiforce.com/shipping-delivery/>

Compliance with our delivery obligation furthermore implies the on-time and proper fulfilment of the Customer's obligations. The plea of the unfulfilled contract remains reserved.

If we do not receive deliveries even though we have placed congruent orders at reliable suppliers, we are exempt from our duty to perform and can withdraw from the Agreement. We are obligated to inform the Purchaser of the unavailability of the service immediately and shall

reimburse any consideration previously paid by the Purchaser without undue delay.

If the Purchaser is in default of acceptance or if he culpably violates other obligations to participate, we are entitled to demand compensation for incurred damages including any additional expenses. Further claims or rights remain reserved.

If the conditions mentioned in paragraph (4) exist, the risk of accidental destruction or deterioration of the merchandise is transferred to the Customer at the moment he is in default of acceptance or payment.

We are liable according to statutory regulations if the underlying purchasing agreement is a fixed-date transaction in terms of Section 286 (2) No. 4 BGB or Section 376 HGB (German Commercial Code). We are also liable according to statutory regulations if – as a consequence of delay in delivery attributable to us – the Customer is entitled to assert that his interest in the further fulfilment of the Agreement has ceased.

We are furthermore liable according to statutory regulations if the default is based on intentional or gross negligent breach of contract attributable to us; we are responsible for the culpability of our vicarious agents. If the default is based on a gross negligent breach of contract attributable to us, our liability for compensation is limited to the foreseeable, typical damage.

We are also liable according to statutory regulations if the default attributable to us is based on the culpable break of an essential contractual obligation; however, in this case, the liability for compensation is limited to the foreseeable, typical damage.

Further statutory claims and rights of the Customer remain reserved.

Unless stipulated otherwise in the order confirmation, the delivery is agreed “ex works”.

Special agreements apply for the return of packaging.

If the Customer so desires, we shall cover the delivery with transport insurance; the Customer is responsible for any incurred costs.

## **11. Refund and Return policy**

### **11.1 Right of withdrawal**

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which you acquire, or a third-party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right of withdrawal, you must inform us of your decision to withdraw from this contract by an unequivocal statement (for example a letter sent by post, fax, or email). Our contact details can be found below. You may use the attached model [withdrawal form](#), but it is not obligatory.

If you use this option, we will communicate to you an acknowledgement of receipt of such a withdrawal on a durable medium (for example by email) without delay.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

### 11.2 Effects of withdrawal

If you withdraw from this contract, we shall reimburse you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

You shall send back the goods or hand them over to us or a person authorised by us to receive the goods, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You will have to bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics, and functioning of the goods.

## 12. Complaints

For EU complaints, you can use the The European Online Dispute Resolution (ODR) platform is provided by the European Commission to make online shopping safer and fairer through access to quality dispute resolution tools.

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage>

## **13. Content posted by you**

We may provide various open communication tools on our website, such as blog comments, blog posts, forums, message boards, ratings and reviews, and various social media services. It might not be feasible for us to screen or monitor all content that you or others may share or submit on or through our website. However, we reserve the right to review the content and to monitor all use of and activity on our website, and remove or reject any content in our sole discretion. By posting information or otherwise using any open communication tools as mentioned, you agree that your content will comply with these Terms and Conditions and must not be illegal or unlawful or infringe any person's legal rights.

## **14. Idea submission**

Do not submit any ideas, inventions, works of authorship, or other information that can be considered your own intellectual property that you would like to present to us unless we have first signed an agreement regarding the intellectual property or a non-disclosure agreement. If you disclose it to us absent such written agreement, you grant to us a worldwide, irrevocable, non-exclusive, royalty-free license to use, reproduce, store, adapt, publish, translate and distribute your content in any existing or future media.

## **15. Termination of use**

We may, in our sole discretion, at any time modify or discontinue access to, temporarily or permanently, the website or any Service thereon. You agree that we will not be liable to you or any third party for any such modification, suspension or discontinuance of your access to, or use of, the website or any content that you may have shared on the website. You will not be entitled to any compensation or other payment, even if certain features, settings, and/or any Content you have contributed or have come to rely on, are permanently lost. You must not circumvent or bypass, or attempt to circumvent or bypass, any access restriction measures on our website.

## **16. Warranties and liability**

In case of defects/delay, the buyer must complain in writing to the seller without delay after delivery.

The Buyer loses the right to claim defects in the goods sold if the complaint has not been made within 12 months after commissioning, max. 24 months after delivery – for 24-hour operation 6 months after commissioning, max. 24 months after delivery.

Nothing in this section will limit or exclude any warranty implied by law that it would be unlawful to limit or to exclude. This website and all content on the website are provided on an "as is" and "as available" basis and may include inaccuracies or typographical errors. We expressly disclaim all warranties of any kind, whether express or implied, as to the availability,

accuracy, or completeness of the Content. We make no warranty that:

- this website or our products or services will meet your requirements;
- this website will be available on an uninterrupted, timely, secure, or error-free basis;
- the quality of any product or service purchased or obtained by you through this website will meet your expectations.

Nothing on this website constitutes or is meant to constitute, legal, financial or medical advice of any kind. If you require advice you should consult an appropriate professional.

The following provisions of this section will apply to the maximum extent permitted by applicable law and will not limit or exclude our liability in respect of any matter which it would be unlawful or illegal for us to limit or to exclude our liability. In no event will we be liable for any direct or indirect damages (including any damages for loss of profits or revenue, loss or corruption of data, software or database, or loss of or harm to property or data) incurred by you or any third party, arising from your access to, or use of, our website.

Except to the extent any additional contract expressly states otherwise, our maximum liability to you for all damages arising out of or related to the website or any products and services marketed or sold through the website, regardless of the form of legal action that imposes liability (whether in contract, equity, negligence, intended conduct, tort or otherwise) will be limited to the total price that you paid to us to purchase such products or services or use the website. Such limit will apply in the aggregate to all of your claims, actions and causes of action of every kind and nature.

Please note that there are some legal exceptions to the right to withdraw, and some items can therefore not be returned or exchanged. We will let you know if this applies in your particular case.

## 17. Privacy

To access our website and/or services, you may be required to provide certain information about yourself as part of the registration process. You agree that any information you provide will always be accurate, correct, and up to date.

We take your personal data seriously and are committed to protecting your privacy. We will not use your email address for unsolicited mail. Any emails sent by us to you will only be in connection with the provision of agreed products or services.

We have developed a policy to address any privacy concerns you may have. For more information, please see our [Privacy Statement](#) and our [Cookie Policy](#).

## **18. Export restrictions / Legal compliance**

Access to the website from territories or countries where the Content or purchase of the products or Services sold on the website is illegal is prohibited. You may not use this website in violation of export laws and regulations of Germany.

## **19. Affiliate marketing**

Through this Website we may engage in affiliate marketing whereby we receive a percentage of or a commission on the sale of services or products on or through this website. We may also accept sponsorships or other forms of advertising compensation from businesses. This disclosure is intended to comply with legal requirements on marketing and advertising which may apply, such as the US Federal Trade Commission Rules.

## **20. Assignment**

You may not assign, transfer or sub-contract any of your rights and/or obligations under these Terms and conditions, in whole or in part, to any third party without our prior written consent. Any purported assignment in violation of this Section will be null and void.

## **21. Breaches of these Terms and conditions**

Without prejudice to our other rights under these Terms and Conditions, if you breach these Terms and Conditions in any way, we may take such action as we deem appropriate to deal with the breach, including temporarily or permanently suspending your access to the website, contacting your internet service provider to request that they block your access to the website, and/or commence legal action against you.

## **22. Force majeure**

Except for obligations to pay money hereunder, no delay, failure or omission by either party to carry out or observe any of its obligations hereunder will be deemed to be a breach of these Terms and conditions if and for as long as such delay, failure or omission arises from any cause beyond the reasonable control of that party.

## **23. Indemnification**

You agree to indemnify, defend and hold us harmless, from and against any and all claims, liabilities, damages, losses and expenses, relating to your violation of these Terms and conditions, and applicable laws, including intellectual property rights and privacy rights. You will promptly reimburse us for our damages, losses, costs and expenses relating to or arising out of such claims.



## 24. Waiver

Failure to enforce any of the provisions set out in these Terms and Conditions and any Agreement, or failure to exercise any option to terminate, shall not be construed as waiver of such provisions and shall not affect the validity of these Terms and Conditions or of any Agreement or any part thereof, or the right thereafter to enforce each and every provision.

## 25. Language

These Terms and Conditions will be interpreted and construed exclusively in English. All notices and correspondence will be written exclusively in that language.

## 26. Entire agreement

These Terms and Conditions, together with our [privacy statement](#) and [cookie policy](#), constitute the entire agreement between you and Actiforce in relation to your use of this website.

## 27. Updating of these Terms and conditions

We may update these Terms and Conditions from time to time. It is your obligation to periodically check these Terms and Conditions for changes or updates. The date provided at the beginning of these Terms and Conditions is the latest revision date. Changes to these Terms and Conditions will become effective upon such changes being posted to this website. Your continued use of this website following the posting of changes or updates will be considered notice of your acceptance to abide by and be bound by these Terms and Conditions.

## 28. Choice of Law and Jurisdiction

These Terms and Conditions shall be governed by the laws of Germany. Any disputes relating to these Terms and Conditions shall be subject to the jurisdiction of the courts of Germany. If any part or provision of these Terms and Conditions is found by a court or other authority to be invalid and/or unenforceable under applicable law, such part or provision will be modified, deleted and/or enforced to the maximum extent permissible so as to give effect to the intent of these Terms and Conditions. The other provisions will not be affected.

## 29. Contact information

This website is owned and operated by Actiforce.

You may contact us regarding these Terms and Conditions by writing or emailing us at the following address:

**Actiforce Europe**

kontakt@actiforce.com

Rudolf-Diesel-Straße 29-31  
31582 Nienburg  
Germany

## **30. Download**

You can also [download](#) our Terms and Conditions as a PDF.