

## **Customer information on the electronic conclusion of contracts**

The following information does not constitute contractual terms but serves exclusively to fulfill our legal information obligations in electronic business transactions.

Our general terms and conditions can be found under the following [link](#).

The offers on the website [www.granzow.de](http://www.granzow.de) are aimed exclusively at entrepreneurs.

You will receive all information in text form at the latest upon delivery of the goods. You can also print out this information or save it on your hard drive.

### **1. How does the online contract conclusion with us work?**

If you have found a product that meets your requirements in our web shop, click on the button with the shopping cart symbol. The item will then be placed in your shopping cart and the contents of the shopping cart will be displayed in an overview, which you can access via the additional shopping cart symbol in the top bar. In this shopping cart overview, you can enter the desired number of items in the "Quantity" field. By pressing the "Update" button, the corresponding number is changed.

If you want to remove an item from the shopping cart, check the box labeled "Delete" in the shopping cart overview. Then press the "Apply" button to apply the changes you have made and actually delete the item from your shopping cart.

By pressing the right button with the arrow symbol in the box labeled "Delete", you can select the "Sample shopping cart" function. You can then place the respective article in a sample shopping cart. This enables you to create sample shopping carts so you no longer have to select items that you want to order at regular intervals separately, but you can select the respective sample shopping cart and enter the desired number of products there or delete products that are not required.

You can also use the "Quick entry" function to place the respective products directly in the shopping cart using the 7-digit FEGIME article number or your article number.

Click on the "Continue to step 2" button to select the desired delivery address. Under "Order data" you can also enter your order number and an e-mail address to which the confirmation of receipt should be sent. You can also choose whether you want to receive an individual invoice. To get to the order overview, click on the button "Continue to step 3".

By clicking the "Order now" button in the shopping cart overview, you can skip step 2 and go directly to the order overview. The complete data of your order will be displayed again in the order overview.

Please check all information carefully. If necessary, you can change or correct the shopping cart or the shipping data by pressing the corresponding button. You can also edit the data entered during the ordering process using the "back" function of your internet browser.

If all the information is correct, click on "Order" to complete the entire ordering process.

We will immediately confirm receipt of your order by email.

## **2. Storage of the contract text and access for the customer**

We save your order data and send it to you by e-mail in the confirmation of receipt.

## **3. Input error**

You can correct your entries at any time during the ordering process by using the "Back" button in your browser, which is marked with a green arrow pointing to the left and then making the appropriate change. You can change the number of items you want by changing the number in the "Quantity" field in the shopping cart. The changes are applied by clicking the "Update" button. If necessary, you can change or correct the shipping address and the products in the shopping cart by clicking on the "Change shopping cart or change shipping data" button and changing the respective data. You can also edit the data entered during the ordering process using the "Back" function of your Internet browser. Please note, however, that you cannot change the default billing address via the webshop. With regard to the shipping address, the only option in the web shop is to select shipping addresses that have already been stored. If you want to change the billing address or the stored shipping addresses, please contact us.

You can cancel the entire ordering process at any time by closing your internet browser.

## **4. Contract Language**

You have the option of concluding contracts with us in German.

