

## Conditions of participation in the Trusted Shops Services programme

Participation in Trusted Shops Services programme is subject to the following terms and conditions.

1. **Registration:** You are required to register once only for participation in the programme offered by Trusted Shops GmbH, Subbelrather Str. 15c, 50823 Köln, either by means of the registration option offered when you take out a Trusted Shops guarantee or by using another option provided by Trusted Shops. Please check that all of your details are correct before submitting the application form, and correct any errors by overwriting the appropriate fields.
  - a. You must specify a valid e-mail address during the application process; you must be at least 18 years of age at the time of purchase.
  - b. Participation is free of charge. Optional chargeable upgrades may be booked additionally.
  - c. The Individual services below may be deactivated or activated by accessing the Trusted Shops system.

The Contract takes effect once you submit the application form. The languages available for concluding the contract are English, French, Italian, Spanish, Polish and Dutch. We save the text of the contract and forward the order data and our T&Cs to you by e-mail.

2. **Automated guarantee<sup>1</sup>:** After registering, you automatically take out a free Trusted Shops guarantee at most of the participating online shops every time you make a purchase. Only shops, which offer the Trusted Shops Guarantee as a chargeable option, are excluded. Anonymised data is used to recognise you as a customer.
3. **Trustworthy reviews from other participants:** When taking part in the Trusted Shops Services programme you benefit from other participants' reviews and will be reminded via e-mail to give feedback yourself.
4. **Your personal Trusted Shops area:** Access the Trusted Shops online system to manage your guarantees, reviews and all other available preferences in connection with the Trusted Shops services.
5. **Participating online shops: Participating online shops must meet the following criteria:**
  - a. The online shop is one that has been certified by Trusted Shops.
  - b. The online shop has a trustbadge with trustmark. The certificate must be valid.
  - c. The Trusted Shops guarantee is offered free of charge.
6. **Confirmation:** As soon as you have placed an order with a participating online shop and the guarantee has been automatically implemented, you will receive confirmation in two ways:
  - a. Successful implementation of the guarantee will be confirmed in the trustcard that opens automatically.
  - b. You will also immediately receive an e-mail confirming successful implementation of the guarantee.
7. **No confirmation:** If you do not receive either of the two confirmations, this will indicate that the guarantee has not been automatically implemented. You still have the option of manually taking out the guarantee in the normal way by clicking on the corresponding button and completing and submitting the guarantee form.
8. **Term:** The contract of participation in the programme is concluded for an indefinite term and can be terminated by e-mail by either party at any time with immediate effect.
9. **Changes:** Trusted Shops reserves the right to extend the programme in the future by adding chargeable additional options or to restrict the use of free services. In such cases the present conditions of participation in the automated Trusted Shops guarantee will change. You will be informed in writing of any change in the conditions of participation no later than six weeks prior to the proposed effective date of the change in question. You will be deemed to have given your consent to our offer if you do not reject it in writing before the proposed effective date of the change. Your attention will be separately drawn to this de facto acceptance in the offer in question. Trusted Shops will then adopt the amended version of the conditions of participation or, as the case may be, any additionally introduced conditions as the basis of any further business relationship.

<sup>1</sup>The Trusted Shops Guarantee is a money-back guarantee that protects you from the loss of any purchase price that you have paid. Other services include customer service and mediation. The [Terms and Conditions for the Trusted Shops Guarantee](#) apply.  
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