

## Quality criteria

The shop is committed to complying with the legal regulations on distance selling, e-commerce and data protection in electronic commerce.

### 1. Identity and reachability

In the shop, the name of the company and the address are easily detectable and displayed in a clear manner. A possibility is provided to contact the shop quickly and easily, including a phone number.

### 2. Data protection and security

In the shop, personal data is only collected, processed, used and transferred to third parties where this is legally permitted or the customer has given his explicit consent to this.

Clear information is provided about the use of personal data.

If the shop sends advertising via e-mail, the recipient is given an option to unsubscribe from receiving further mailings by e-mail.

The shop appropriately protects the personal data of the customer against misuse. The transfer of data, especially sensitive payment information (account details, credit card details) exclusively takes place in an encrypted form.

### 3. Products and costs

All products offered in the shop are described in a clear and understandable manner.

Only products are offered for which the sale is not legally prohibited and that do not violate the Trusted Shops elimination catalogue. If required, suitable age control mechanisms are put in place.

All product prices, shipping costs and other additional costs are stated clearly and transparently. Payment surcharges and pre-selected services are not permitted towards consumers.

### 4. Delivery and payment

The customer is informed about the expected delivery period or the precise delivery date. If the delivery period or delivery date cannot be upheld in exceptional cases, the customer is informed of this without undue delay. The risk for any damage to the goods during transportation when dealing with consumers is on the retailer.

The available payment methods and the delivery area are stated at the beginning of the ordering process at the latest.

### 5. Ordering process

The ordering process is clear, understandable and available in an unambiguous language. In particular, it is clearly identifiable to the consumer at what point an order with payment obligation is submitted.

Before submitting the order, information is provided about the products, product prices, shipping costs and other additional costs. The receipt of the order is confirmed by e-mail without delay.

### 6. Cancellation

The consumer is informed about the right to cancel and any applicable exceptions before entering its personal data. The right to cancel is not unduly restricted.

### 7. Trusted Shops guarantee

The shop offers the Trusted Shops guarantee. Once the guarantee is completed, the customer is protected against the loss of the purchase price payment in the event of non-delivery or after returning the goods in the course of a cancellation – regardless of the payment method.

### 8. Quality indicators

Trusted Shops measures the following quality criteria, which must be observed in the shop, constantly.

#### 8.1. Reviews

The overall score of the Trusted Shops customer reviews must at least add up to 3,0.

#### 8.2. Refunds

At least 95% of the orders for which a Trusted Shops guarantee has been taken out must take place without any escalation, so that no application for refund of the purchase price is required via the Trusted Shops guarantee.

#### 8.3. Responses

At least 95% of the Trusted Shops guarantee enquiries to the shop must be responded to within five days.