

Quality criteria

1. Identity and reachability

The true identity of the company is verified. The identity of the shopkeeper is easy to find and presented transparently in the online shop. It is possible to contact the online shop quickly and easily.

2. Data protection and security

Information on the use of personal data is provided in a comprehensible manner. The online shop adequately protects customers' personal data against misuse. In particular, the transmission of sensitive payment information (account details, credit card data) and personal data is entirely encrypted.

3. Cancellation

Consumers are informed about the right to cancel and any exceptions.

4. Product range

The products offered as well as the texts and illustrations do not violate legal provisions or the Trusted Shops elimination criteria for non-certifiable offers.

In the online shop, it is clearly indicated if the offer is directed exclusively at contractors and traders.

5. Prices and costs

Transparent prices are quoted for the products offered, including sales tax and other price components for consumers.

The shipping costs for the specific order and any additional services subject to a charge are disclosed at the latest during the order process.

6. Delivery

Before the order is placed, transparent and consistent information is provided about the delivery or service times.

7. Ordering process

On the order page, the ordered products, their prices, possible subscription periods, the additional shipping costs, and other costs incurred for the order are indicated transparently.

The receipt of the order will be confirmed immediately by e-mail.

The order confirmation will list the goods or services ordered, the total price, the shipping costs and other additional costs.

8. Registration for Trusted Shops Buyer Protection

In the online shop, registration for the Trusted Shops Buyer Protection and the Trusted Shops Guarantee is enabled. This protects customers from financial risk in the event of non-delivery/non-performance or failure to receive a refund after returning the goods – regardless of the payment method.

9. Quality indicators and monitoring procedure

Trusted Shops derives quality criteria based on data submitted with every secured purchase in every certified shop.

Quality measurement takes place during the entire membership period.

9.1 Reviews of the shopping experience

The experience of customers with the online shop must be rated with at least 3.5 out of 5 stars in the running 30-day average.

9.2 Feedback

At least 95 % of the Buyer Protection and Guarantee enquiries from Trusted Shops must be answered by the online shop within five days.

9.3 Escalation-free orders

At least 95% of orders with activated Trusted Shops Buyer Protection or activated Trusted Shops Guarantee must be escalation-free, so that refund applications for the purchase price due to non-delivery or non-refund after cancellation are not required.