



Customer information

Last updated: 2011-11-15

Dear customer,

With the following customer information page we meet the demands of our legal obligation to inform and instruct. We inform you about all circumstances in connection with concluding the contract as a result of your order and its processing.

The customer information is no contract terms. These are covered by our General Terms and Conditions.

1. Information about the offerer

mah-jong-shop.com is an offer by

Stephan Hilchenbach
Hermann-Loens-Str. 12 b
30952 Ronnenberg
Germany

Phone: +49 5108 879 155
Fax: +49 321 212 332 07

E-mail: info@mah-jong-shop.com

To this address you can make complaints as well.

VAT-ID No.: DE237840244

2. Offer

Our offer is addressed exclusively to private consumers. For commercial purchasers individually negotiated special conditions apply.

3. Information about your right of revocation and instruction

This is a translation from German. The German version is considered legally binding.

Consumer according to § 13 BGB is any natural person who enters into a transaction for a purpose that is neither commercial nor attributed to any self-employed activity. The following right does not apply if the goods ordered by you are for trade, business or professional purposes.

3.1. Right of revocation

You may declare the revocation of your contractual agreement within 14 days without giving reasons in writing (eg letter, fax, e-mail) or - if the goods arrive before the deadline - by returning the goods. The time limit begins after receipt of this notification in writing, but not before receiving the goods (in case of recurring deliveries of similar goods not before receipt of the first installment), and also not before fulfillment of our obligations under Article 246 § 2 in con-

nection with § 1 Abs. 1 and 2 EGBGB as well as of our obligations in accordance with § 312g Section 1 Clause 1 BGB in conjunction with Article 246 § 3 EGBGB. To meet the time limit it is sufficient to send the declaration of revocation or to dispatch the goods in time.

The revocation must be sent to:

mah-jong-shop.com
Stephan Hilchenbach
Hermann-Loens-Str. 12 b
30952 Ronnenberg
Germany

Fax: +49 321 212 332 07
E-mail: info@mah-jong-shop.com

3.2. Consequences of revocation

In case of an effective cancellation the mutually received benefits are to be granted back. If you could not completely or partially give back the received goods, or if the returned goods are in a bad state, you are obliged to pay compensation. This does not apply if the degradation is solely caused by inspection as it would be possible in a store. You can avoid compensation by not using the goods like an owner and avoiding any impairment of serviceability. Goods transportable in parcels with an order value of more than 40.00 € can be returned at our own expenses. Obligations to reimburse payments must be made within 30 days. The time limit begins for you when you send your cancellation or the goods, for us, with their reception.

End of instruction

3.3. The right of revocation does not apply:

- if the goods ordered by you are for commercial or professional purposes
- if the goods are produced according to customer specifications or clearly tailored to personal needs
- if the goods are not suitable for its return due to their condition or spoil quickly or whose expiration date has passed
- if at the delivery of audio or video recordings or software the disk was unsealed by the customer

4. Information about compensation, service and warranty

Compensation is granted following the legal regulations.

The warranty period for goods is 2 years. The goods have to be checked for obvious defects after delivery. If there are any, you have to inform us within the warranty period. This can be done by e-mail, please see above. Beyond the legal warranty terms no warranty is granted. Details about warranty can be found in our General Terms and Conditions.

5. Information about single contract clauses

a) General Terms and Conditions

Our General Terms and Conditions apply in their effective version respectively.

b) Product details and prices

Product and service details as well as prices are described directly in context of the offered product. In some cases you can make a choice of product features. The prices are including VAT plus shipping and handling cost.

c) Payment, fulfillment, delivery

The details of payment, delivery and fulfillment you can specify by yourself by choice of payment method and type of dispatch. We deliver solely to selected countries of the European Union (EU) and to Switzerland (CH). Please check the country list at registration.

d) Supply reservation

We reserve to ourselves to deliver alternative goods or supply services equivalent in quality and price to the ordered products and services, or to withdraw from the delivery of goods or supply of services if the ordered goods and services are not available anymore. More details can be found in our General Terms and Conditions.

e) Technical steps to accomplish the contract, error correction

The contract between you and mah-jong-shop.com (Stephan Hilchenbach) is accomplished in the following way:

1. You can choose any goods from our stock and place them into the shopping cart by mouse click on the shopping cart button ("Add to Cart").
2. To change the content of the shopping cart or empty it, choose the menu item "Shopping Cart" (link "items") from the main menu. Changes can be done by mouse and keyboard. To change the number of a product, replace the number in the field "Qty." and click on the button "Update". To remove a product from the cart, check the box in the column "Remove" and click on the button "Update".
3. By click on the button "Checkout" you are lead to a page on which you can choose or modify the delivery address and the delivery method. Also, you have the possibility to annotate your order there. To continue the checkout procedure click on the button "Continue".
4. At the page "Payment Information" you can select or modify the billing address. Also, select the desired payment method and complete details if required (e.g. your banking account details when using debit entries). Your annotations can be checked again and modified if necessary. Please take note of our Information of the Right of Cancellation and Terms & Conditions Agreement which are shown here. You have to accept them by checking the box "I have read the information of the right of cancellation and the terms & conditions and I agree to them:" in order to continue the checkout procedure. Continue the checkout procedure by click on the button "Continue".
5. An overview of your complete order is shown at the page "Please check and confirm your order". Delivery address, shipping method, billing address, payment method and products can be edited here again. To do so, please click on one of the green links "(Edit)" respectively. The box "Billing information" lists all costs of your order. The amount you would have to pay is stated as "Total". The box "Payment Information" shows details of your selected payment method. You confirm and place your order by click on the button "Confirm Order". If you do not click at "Confirm Order", no order will be placed.
6. The successful processing of your order is shown directly on screen after you confirmed it. Also you will receive our order confirmation by e-mail. The actual conclusion of the contract results from our acceptance of your order by shipping the goods.

6. Information about accessibility of the articles of agreement

You will receive an instant overview about your complete order by e-mail. The e-mail contains a link to your order at mah-jong.shop.com. Following it you can access the order details and see the current processing state. In addition you have the possibility to access all of your placed orders by calling up your customer account at mah-jong-shop.com at any time. All subject matters of contract, that is the content of your order and our General Terms and Conditions, you will receive again with our invoice resp. delivery note. In addition you can print out the page "Please confirm your order" and download our General Terms and Conditions.

7. Contractual language

The contractual language is German.

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We hope you'll enjoy our products - have fun with Mahjong!

mah-jong-shop.com
Stephan Hilchenbach