



Customer information

State: 25/11/2009

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

Email: 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 cancellation and instruction

3.1. Right of cancellation

You may cancel your contractual agreement for no given reason within two weeks in written form (e.g. by letter, fax, email) or by returning the goods. The cancellation period shall commence at the earliest one day after receipt of a separately sent written notice of cancellation. To meet the time limit it is sufficient to send the declaration of cancellation or to dispatch the goods in time. The declaration of cancellation is to be sent to the address stated above.

3.2. Consequences of cancellation

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. Cost for returns that exceed normal shipping cost (e.g. additional cost for not prepaid consignments) have to be repaid by the customer.

3.3. Exceptions to the right of cancellation

The right of withdrawal lapses for downloadable products as soon as the software is installed. Upon registration, the rights lapse with the consignment of the personalised registration key; the consignment of the key occurs after complete payment of fees.

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 immediately after delivery. If there are any, you have to inform us without delay. This can be done by email, 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 contry 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" 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 about your right of cancellation and our 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 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".

You confirm and place your order by click on the button "Confirm Order". If you do not click at "Confirm Order", no contract will be concluded.

6. The successful processing of your order is shown directly after you confirmed it. You will receive our order confirmation by email. 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 email. The email 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 as described above.

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

mah-jong-shop.com
Stephan Hilchenbach