

General terms and conditions for end customers

1. Scope

These general terms and conditions (GTC) apply to all deliveries from X-Depot (Zfx Süd GmbH) to consumers. A consumer is any natural person who concludes a legal transaction for a purpose that can predominantly neither be attributed to their commercial nor their independent professional activity. These general terms and conditions apply exclusively to the business relationship between X-Depot and the customer. X-Depot does not recognize any conflicting or deviating terms and conditions and hereby expressly contradicts them. Conflicting terms and conditions of the customer are only valid if X-Depot expressly agrees in writing.

2. Contractual partner

The purchase contract is concluded with X-Depot / Zfx Süd GmbH, owner: Oliver Hill, Rudolf-Diesel-Straße 8, 85221 Dachau, commercial register: Munich District Court, HRB 163865, VAT ID .: DE-250304710.

2.1 Conclusion of contract

The presentation of the products in the online shop is not a legally binding offer, but a non-binding online catalog. The products ordered may differ slightly from the products shown in the online shop due to the technical reasons for displaying them, in particular there may be color deviations . After entering your personal data and by clicking the button "order with obligation to pay" in the final step of the ordering process, you place a binding order for the goods in the shopping cart. The confirmation of the receipt of the order follows immediately after sending the order. The purchase contract is concluded with our delivery confirmation or delivery of the goods. If you do not receive a delivery confirmation or delivery from us within 2 weeks, you are no longer bound to your order.

3. Part deliveries

We are entitled to make partial deliveries insofar as this is reasonable for you. Additional shipping costs are only incurred if expressly agreed.

4. Cancellation policy

4.1. Right of withdrawal

You can revoke your contract declaration within two weeks without giving reasons in text form (e.g. letter, fax, email) or - if the item is given to you before the deadline expires - by returning the item. The period begins after receipt of this instruction in text form, but not before receipt of the goods by the recipient (in the case of recurring delivery of similar goods, not before receipt of the first partial delivery) and also not before fulfillment of our information obligations according to § 312c Paragraph 2 BGB in connection with § 1 Paragraph 1, 2 and 4 BGB-InfoV as well as our obligations according to § 312e Paragraph 1 Clause 1 BGB in connection with § 3 BGB-InfoV. The timely dispatch of the cancellation or the item is sufficient to meet the cancellation deadline.

The revocation must be sent to:

X-Depot / Zfx Süd GmbH

Rudolf-Diesel-Straße 8

85221 Dachau

info@x-dentaldepot.com

4.2. Consequences of cancellation

In the event of an effective cancellation, the mutually received services are to be returned and any benefits (e.g. interest) surrendered. If you cannot return the received service in whole or in part or only in a deteriorated condition, you may have to compensate us for the value. This does not apply to the surrender of items if the deterioration of the item is solely due to its inspection - as it would have been possible for you in a shop, for example. In addition, you can avoid the obligation to pay compensation for a deterioration caused by the intended use of the item by not using the item as if you were your property and by refraining from anything that could impair its value. Transportable items are to be returned at our risk. You have to bear the costs of returning the goods if the goods delivered correspond to the goods ordered and if the price of the goods to be returned does not exceed an amount of 40 euros or if you have not yet paid the consideration or contractually at a higher price of the goods at the time of the cancellation have made the agreed partial payment. Otherwise, the return is free for you. Items that cannot be sent as parcels will be picked up from you. Obligations to reimburse payments must be fulfilled within 30 days. The period begins for you when you send your declaration of cancellation or the goods, for us with their receipt.

5. Retention of title

The delivered goods remain our property until they have been paid for in full.

6. Delivery times

The standard delivery time for goods in stock is approx. 2-3 working days. We normally deliver on the following working day for orders placed by 2 p.m. If the goods are not in stock when the order is placed, we will order the goods immediately, inform you immediately and inform you of the expected delivery date.

7. Shipping costs

Germany:

From an order value of EUR 200 net, shipping is free.

Shipping service provider: UPS

All other orders up to EUR 200 net: EUR 9.90 net.

8. Payment Methods

Paypal, Amazon Pay.

9. Warranty

The warranty is subject to legal regulations. For information on any additional manufacturer guarantees, please refer to the product documentation.

10. Choice of law

It is only the law of the Federal Republic of Germany.

11. Online Dispute Resolution Platform

The European Commission provides a platform for online dispute resolution (OS), which you can find at <https://ec.europa.eu/consumers/odr> . We are neither obliged nor willing to participate in a dispute settlement procedure before a consumer arbitration board.

12. Important note for hardware products

If license costs or update / upgrade costs arise in connection with hardware products (e.g. scanners etc.), these must be clarified directly with the manufacturer. X-Depot only sells the hardware once.