

Terms of sale

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For treatments at your home and gift vouchers (sections 1 to 9) and for orders in the shop (sections 1 and 10 to 21).

1. Provider and scope

The provider is Mobile PMU, owned by Fanny Kananga Kumande, Ottostraße 9, 47198 Duisburg, Germany. These terms apply to treatments and gift vouchers booked or bought through this website, and to orders in the shop.

2. How the contract is formed

You choose the treatment, location and time, enter your contact details and choose how you pay the deposit. By clicking "Place order with obligation to pay" you make a binding offer to book this treatment. That alone does not secure an appointment: I accept your offer by confirming the appointment by e-mail once your verified deposit has arrived. The payment deadline shown on the booking page applies; if no deposit arrives by then, you are no longer bound by your offer. If the appointment is no longer available when payment arrives, you receive information about a refund and alternative appointments.

3. Prices and travel

The total prices shown with your request apply. The deposit is credited towards the treatment price; the remaining balance is payable as agreed with Fanny. Available payment methods and amounts are shown during booking.

4. Right of withdrawal

If you conclude the contract through this website, you as a consumer have a statutory right of withdrawal. The full withdrawal information for appointment bookings (section 3) and for vouchers (section 4) and the model withdrawal form are at <https://mobilepmu.com/en/legal/widerruf>; you also receive them by e-mail with the booking or purchase confirmation. You can withdraw by letter to Mobile PMU, owner Fanny Kananga Kumande, Ottostraße 9, 47198 Duisburg, Germany, by e-mail to contact@mobilepmu.com, by phone on +49 151 26949335 or online via "Withdraw from contract" at <https://mobilepmu.com/en/withdrawal>.

If your appointment falls within the withdrawal period, I will only carry out the treatment if you expressly requested when booking that I begin before the withdrawal period ends. If you then withdraw, you owe a reasonable amount for the service provided up to that point; once the treatment has been fully performed, your right of withdrawal expires. Without that request, the treatment can take place at the earliest after the withdrawal period has ended.

5. Cancelling and rescheduling

An appointment can be cancelled or rescheduled free of charge up to 48 hours before the agreed start; an email is sufficient. What counts is the time the cancellation reaches me. For later cancellations, or if nobody is present at the agreed appointment, 50% of the treatment price is charged as compensation. You remain entitled to demonstrate that no loss, or a substantially smaller loss, was incurred.

6. Your part and the conditions

Treatment is for adults of 18 and over only. You confirm that the information requested in the consultation about pre-existing conditions, medication, pregnancy and allergies is complete and correct. At the treatment location I need a power socket and enough space for the mobile couch. For hygiene reasons no animals may be in the room during the treatment.

7. Result and touch-up

Permanent make-up is craft work on living tissue. How your skin takes the pigment is individual and not fully predictable, so a particular final result cannot be guaranteed. The touch-up included in the price, four to six weeks later, exists precisely to correct for this. It is part of the price only within that period.

8. Liability and dispute resolution

I am liable without limitation for damage resulting from injury to life, body or health, for intent and gross negligence, including that of my representatives and agents, under the German Product Liability Act, within the scope of any guarantee given and for defects fraudulently concealed. For slight negligence I am liable only for breach of essential contractual obligations, meaning obligations whose fulfilment makes proper performance of the contract possible in the first place and on whose observance you may regularly rely; in that case liability is limited to the foreseeable damage typical for the contract. Otherwise, liability for slight negligence is excluded.

I am neither willing nor obliged to take part in dispute resolution proceedings before a consumer arbitration body.

German law applies. If your habitual residence is in another country, you keep the protection of the mandatory consumer protection rules of that country.

9. Gift vouchers

Vouchers can be bought on mobilepmu.com. Buying a voucher does not book an appointment; the appointment is arranged when the voucher is redeemed.

By clicking "Place order with obligation to pay" you make a binding offer to buy the voucher. I accept it by showing you the order confirmation with the payment options straight afterwards and sending it by e-mail. You receive the voucher card by e-mail once your payment has arrived.

A voucher is valid until the end of the third calendar year after purchase. A treatment voucher covers the named treatment including the touch-up in full, even if its price changes before it is redeemed; for a different treatment, the amount paid is credited. A value voucher can be split across several appointments, and the remaining balance stays valid until expiry. Vouchers are transferable. There is no cash payout – except where the treatment is not suitable for the recipient for health reasons, in which case the purchase price is refunded.

Right of withdrawal for voucher purchases: You can withdraw from the purchase within 14 days of the conclusion of the contract without giving reasons, by letter, e-mail, phone or online via "Withdraw from contract" at <https://mobilepmu.com/en/withdrawal>. The full withdrawal information (section 4) and the model withdrawal form are at <https://mobilepmu.com/en/legal/widerruf>. After a withdrawal I refund the purchase price within 14 days using the same means of payment; the voucher then becomes invalid. If you withdraw from the voucher purchase after you have already paid for a treatment with the voucher, the treatment contract is not affected; the price of that contract applies to the treatment received. I refund the purchase price of the voucher to the extent that it was not used for that treatment.

10. Scope for the shop

Sections 10 to 21 apply to orders of goods (for example care products and accessories) and digital content (for example PDF guides) in the shop on mobilepmu.com and in the client area on my.mobilepmu.com. Sections 2 to 9 apply only to treatments and vouchers.

Your contracting party is Mobile PMU, owner Fanny Kananga Kumande, Ottostraße 9, 47198 Duisburg, Germany, telephone and WhatsApp: +49 151 26949335, e-mail: contact@mobilepmu.com ("we").

The shop is aimed at consumers.

11. Conclusion of the contract, input errors and contract text

The presentation of products in the shop is not a binding offer but an invitation to order from us.

This is how ordering works: (1) You put products in the basket; there you can change quantities and remove products. (2) You enter your name and e-mail address and – for goods only – a delivery address, or you choose handover at your appointment. (3) You choose the payment method. (4) The order summary shows all details, products, prices and shipping costs again, and you can correct any of them via "Change". (5) By clicking "Place order with obligation to pay" you make a binding offer to buy the products in your basket.

Straight afterwards you receive an automatic e-mail confirming that your order has arrived. This acknowledgement of receipt is not yet an acceptance of your offer.

When the contract is concluded depends on the payment method:

- PayPal: After you click "Place order with obligation to pay", we redirect you to PayPal. The contract is concluded when you approve the payment at PayPal and we collect the amount. We confirm this to you by e-mail immediately. If you cancel the payment, no contract is concluded.
- Bank transfer (prepayment): We accept your offer without undue delay, at the latest two days after your order, by an e-mail that confirms the contract and contains our bank details. If you receive no acceptance within that period, you are no longer bound by your order.

Input errors: Before sending, you can check all entries in the order summary and correct them via "Change", in the basket or with your browser's back function. You can cancel the order at any time by closing the browser window.

Contract text: We store the contract text, meaning your order data and the terms and withdrawal information in force when you ordered. You receive it with the contract confirmation by e-mail, with the terms and the withdrawal information attached as a PDF. If you order in the client area, you will also find your orders at my.mobilepmu.com; without a client account you can reach your order through the link in your order confirmation until it has been fully processed. You can view the current terms on this page and save them as a PDF.

12. Prices, shipping costs and VAT

The prices shown in the shop when you order apply. All prices are total prices. No VAT is charged or shown under section 19 of the German VAT Act (UStG, small-business scheme).

Shipping costs are added for goods. The amounts are listed on the "Shipping & payment" page and shown as a separate amount in the basket and in the order summary before you order. There are no shipping costs for handover at your appointment or for digital content.

We do not charge any extra fee for any payment method.

13. Delivery, delivery area and delivery time

We deliver goods only to delivery addresses in Germany. You can order regardless of where you live or your nationality, as long as the delivery address is in Germany. We sell digital content only to consumers resident in a member state of the EU or the EEA. If sales to individual states among them are temporarily not possible, we say so at the start of the ordering process.

Per order you can buy at most 5 units of each item, and the order value is limited to at most €500.00.

We ship with a shipping company such as DHL, Deutsche Post, DPD, GLS or Hermes, depending on the shipment. The delivery time is shown on the product page and in the order summary. It is binding and states by when the goods will reach you. It starts on the day after your order if you pay with PayPal, and on the day after you instruct your bank to make the transfer if you pay by bank transfer. Working days are Monday to Friday, excluding public holidays at the place of delivery. If the last day of the period falls on a Saturday, Sunday or public holiday at the place of delivery, the period ends on the next working day.

We ship every order complete in one parcel. If that is exceptionally not possible, we deliver in parts at no extra shipping cost and tell you beforehand.

Handover at your appointment: If you have a confirmed treatment appointment, you can choose handover at that appointment instead of shipping. We then bring the goods to the appointment; the appointment is the agreed delivery date. If the appointment is cancelled or moved, we send you the goods free of charge within the shipping delivery time unless we agree otherwise with you.

14. Payment

You can pay with PayPal or by bank transfer (prepayment). The payment methods on offer are shown at the start of the order and on the "Shipping & payment" page.

PayPal: You are redirected to PayPal and approve the payment there; the amount is collected immediately. PayPal's own terms also apply to the payment.

Bank transfer (prepayment): Transfer the total amount within 7 calendar days of receiving our acceptance e-mail to the account stated in it, using the payment reference from the e-mail. If the payment has not arrived by then, we remind you by e-mail and set a further period of 7 calendar days. If you still do not pay, we may withdraw from the contract and will tell you so by e-mail. If money reaches us after that, we refund it without undue delay. We ship goods and unlock digital content once the payment has arrived.

15. Retention of title

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

16. Statutory liability for defects

The statutory rights for defects (legal guarantee) apply to goods and digital content. We do not restrict them.

Claims for defects become time-barred two years after delivery for goods and two years after provision for digital content; in certain cases these periods are extended by law. If there is a defect, you can first choose between repair and delivery of a defect-free item; we bear the costs required for this, including shipping and return. Under the statutory conditions you can also reduce the price, withdraw from the contract and claim damages or reimbursement of wasted expenses. Before we remedy a defect, we inform you of your right to choose and that the limitation period is extended once by twelve months if the item is repaired.

You can report defects by e-mail to contact@mobilepmu.com, by phone on +49 151 26949335 or by post to our address. Manufacturer guarantees, where they exist, apply in addition to your statutory rights and do not

restrict them.

17. Digital content

Provision: We provide digital content as a download. You receive the download link with the contract confirmation by e-mail; if you order in the client area, you will also find the content at my.mobilepmu.com. If you expressly consented when ordering to our beginning performance before the end of the withdrawal period, we unlock the download immediately after the contract is concluded and the contract confirmation has been sent; otherwise on the day after the withdrawal period ends. You can download the content through the link as often as you like for 24 months, so please save it on your device. The devices or programs you need are stated on the product page.

Right of use: You receive a simple, non-transferable right to use the content for private purposes without time limit, meaning to read it, store it on your devices and print it for yourself. You may not pass it on, publish it, copy it for others or use it commercially. Where we make content available only for a certain period, the period stated on the product page applies. Your statutory rights, in particular for defects, remain unaffected.

Updates: We provide the updates needed to keep the content in conformity with the contract and inform you about them (section 327f BGB). New editions with changed content are offered as a separate product.

18. Right of withdrawal

As a consumer you have a statutory right of withdrawal. The details, the cases in which it expires early (such as sealed hygiene items and digital content) and the model withdrawal form are in our withdrawal policy at <https://mobilepmu.com/en/legal/widerruf>. You can withdraw online with the "Withdraw from contract" button or directly at <https://mobilepmu.com/en/withdrawal>.

19. Transport damage

If goods arrive with obvious transport damage, please report it to the delivery driver as soon as possible and let us know. This helps us to pursue claims against the carrier. If you do not do so, this has no effect on your statutory rights, in particular your rights for defects.

The risk of loss of or damage to the goods passes to you only when you receive them.

20. Complaints, dispute resolution and applicable law

You can send complaints at any time by e-mail to contact@mobilepmu.com, by phone on +49 151 26949335 or by post to our address.

We are neither willing nor obliged to take part in dispute resolution proceedings before a consumer arbitration body.

The law of the Federal Republic of Germany applies, excluding the UN Convention on Contracts for the International Sale of Goods. If your habitual residence is in another country, you keep the protection of the mandatory consumer protection rules of that country.

21. Contract language

The contract languages are German and English. The contract is concluded in the language in which you place the order.

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