

# Shipping & payment

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Everything about the delivery area, shipping costs, delivery times and payment methods in the shop. All prices are total prices. No VAT is charged under section 19 of the German VAT Act (UStG).

## 1. Delivery area

We deliver goods only to delivery addresses in Germany. You can order regardless of where you live, as long as the delivery address is in Germany. Digital content is delivered by download; we sell it only to customers resident in the EU or the EEA.

You can order at most 5 units per item, and the order value is limited to at most €500.00.

## 2. Shipping costs

Shipping within Germany with a shipping company such as DHL, Deutsche Post, DPD, GLS or Hermes.

Handover at your appointment: no shipping costs.

Digital content: no shipping costs.

We do not charge any other costs such as handling or payment fees.

## 3. Delivery time

The delivery time is shown on every product page and in the order summary.

The period 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, it ends on the next working day.

We ship every order complete in one parcel and send you the tracking link ourselves by e-mail once it is on its way.

## 4. Handover at your appointment

If you have a confirmed treatment appointment, you can choose "Handover at my appointment" at checkout. We then bring your order to the appointment; there are no shipping costs. If the appointment is cancelled or moved, we send you the goods free of charge unless we agree otherwise.

## 5. Payment methods

PayPal: After clicking "Place order with obligation to pay" you are redirected to PayPal and approve the payment there. The amount is collected immediately.

Bank transfer (prepayment): When we accept your order, we e-mail you our bank details and a payment reference. Please transfer within 7 calendar days. We ship or unlock once the money has arrived.

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

## **6. Digital content**

You receive PDF guides and other digital content as a download link with your contract confirmation by e-mail; if you order in the client area, you also find them at [my.mobilepmu.com](https://my.mobilepmu.com). If you consent to immediate performance when ordering, the download is available straight after the contract is concluded, otherwise on the day after the 14-day withdrawal period ends. The programs you need are stated on the product page.

## **7. Returns and withdrawal**

Your right of withdrawal and its exceptions are explained in our withdrawal policy (<https://mobilepmu.com/en/legal/widerruf>). You can withdraw online at <https://mobilepmu.com/en/withdrawal>, by e-mail, by letter or by phone. Returns go to: Mobile PMU, owner Fanny Kananga Kumande, Ottostraße 9, 47198 Duisburg, Germany. You bear the direct cost of returning the goods.

## **8. Legal guarantee**

The statutory liability for defects applies to goods and digital content; for goods it lasts at least two years. Details are in section 16 of the terms. Report defects by e-mail to [contact@mobilepmu.com](mailto:contact@mobilepmu.com) or by phone on +49 151 26949335.

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