General Terms and Conditions and Customer Information of peicom GmbH

1. SCOPE OF APPLICATION AND PROVIDER

1.1. These General Terms and Conditions (hereinafter referred to as the "GTC") form part of every contract between

peicom GmbH
Am Schürholz 6
49078 Osnabrück
www.peicom.com

Local Court
Osnabrück
HRB 221276

(hereinafter referred to as the "Seller") and you as our customer (hereinafter referred to as the "Customer" for reasons of readability) concerning the purchase of goods in the online shop operated via the website of peicom GmbH at www.peiker-cee.com.

1.2. We provide our contractual services exclusively on the basis of these GTC, as amended and in force at the time the Customer places the order. They apply to purchase contracts between us and consumers within the meaning of Section 13 of the German Civil Code (BGB). The range of products offered in our online shop is intended exclusively for consumers who have reached the age of 18.

1.3. For the purposes of Section 13 of the BGB and the following provisions, a consumer is any natural person who has reached the age of 18 and enters into a legal transaction for purposes that are predominantly neither commercial nor attributable to their independent professional activity.

1.4. All offers, deliveries and services are provided exclusively on the basis of these General Terms and Conditions.

1.5. These General Terms and Conditions shall apply exclusively. Any terms and conditions of the Customer that conflict with or deviate from these General Terms and Conditions shall not be recognised unless their applicability has been expressly agreed to in writing. This shall also apply where deviations from individual provisions of these GTC are to be agreed upon.

1.6. The sole contractual language is German. Translations of these General Terms and Conditions into other languages are provided for information purposes only. In

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the event of any discrepancies between language versions, the German text shall prevail.

1.7. The currently applicable General Terms and Conditions can be accessed, printed and saved via the integrated link on the website of peicom GmbH.

2. OFFER AND CONCLUSION OF THE PURCHASE CONTRACT

2.1. All goods and offers listed in the online shop are non-binding and do not constitute offers in the legal sense. Our General Terms and Conditions, including the cancellation policy contained therein, can be accessed and reviewed via a link integrated into the ordering process on the website of peicom GmbH. Once you have made your selection, added the selected goods to your shopping cart, ticked the box labelled "Accept GTC" and submitted your order to us by clicking the "Place order with obligation to pay" button, you submit a legally binding offer to conclude a purchase contract for the goods you have ordered. Before submitting your order, you may remove or add goods to your shopping cart at any time.

2.2. Upon receipt of your order, you will receive an automatically generated email in which we, as the Seller, confirm that we have received your order (order confirmation). The order confirmation contains a summary of all order details, as well as information about the selected payment method and the billing and delivery addresses.

2.2.1. In the order confirmation, we declare our acceptance of the purchase offer. The purchase contract is concluded only upon such acceptance, whereby receipt of the declaration of acceptance by the Customer shall be decisive.

2.2.2. If you do not find an order confirmation in your email inbox, please check your email account's spam folder.

3. CUSTOMER'S OBLIGATION TO PROVIDE INFORMATION

3.1. As our Customer, you are required to provide truthful information when entering your personal data. If your data or information changes during the term or fulfilment of the contract, you are obliged to notify us of such changes without undue delay. If you fail to do so or provide incorrect information from the outset, we shall be entitled to withdraw from the concluded contract free of charge. We shall be entitled to charge you for any additional costs arising from the misdirection of goods due to incomplete or incorrect address details.

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3.2. As our contractual partner, you must ensure that the email account you have provided is accessible so that we can notify you, where necessary, of updates relating to the products ordered and supplied.

4. PRICES AND SHIPPING COSTS

4.1. The prices stated in the online shop include the statutory value-added tax applicable at the time the service is provided. The applicable VAT rate depends on the tax regulations of the country to which you, as the Customer, have the ordered goods delivered.

4.2. Any applicable shipping costs are not included in the purchase price. Information about our shipping costs can be found via the integrated link on the website of peicom GmbH.

4.3. Shipping costs can be accessed via a correspondingly labelled button in our online shop. They are shown separately from the purchase price during the ordering process and must be paid by you in addition, unless delivery free of shipping charges has been expressly offered.

5. PAYMENT METHODS

5.1. Payment for the goods ordered may be made via:

- PayPal
- Credit card (Mastercard or Visa)
- Debit card
- Apple Pay
- Google Pay
- Advance payment

5.2. The payment methods available to you are displayed under a correspondingly labelled button in our online shop.

5.3. Unless otherwise specified for the individual payment methods, payment claims arising from the concluded contract are due for payment immediately.

6. DELIVERY TERMS / FORCE MAJEURE

6.1. Unless otherwise agreed, the goods shall be delivered from our warehouse to the address you have provided.

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6.2. If we are prevented from fulfilling our obligations by unforeseeable and extraordinary circumstances ("force majeure") that we cannot avert despite exercising reasonable care, whether such circumstances arise within your sphere as the Customer or that of our suppliers, the delivery period shall be extended by a reasonable amount of time, provided that delivery or performance does not become impossible. If delivery or performance becomes impossible due to the aforementioned circumstances, we shall be released from our performance obligations. You, as the Customer, shall not be required to provide consideration.

In particular, the following extraordinary circumstances shall be regarded as force majeure within the meaning of this provision: official or statutory orders or interventions, epidemics, pandemics, lockouts, shortages of energy and raw materials, transport bottlenecks for which we are not responsible, war, blockades, embargoes, industrial action lasting more than six weeks and not culpably caused by us, or operational disruptions for which we are not responsible, for example due to fire or water damage, as well as any other impediments that, when objectively assessed, have not been culpably caused by us.

6.3. We shall make every reasonable effort to inform you, as the Customer, as soon as possible and at least in text form of the occurrence of unforeseeable and extraordinary circumstances and their effects on our contractual services.

6.4. If an agreed delivery period is exceeded by more than four weeks due to the aforementioned unforeseen circumstances, or if, in the case of a non-binding delivery period, continuing with the contract becomes objectively unreasonable for you as the Customer, you shall be entitled to withdraw from the contract with regard to the part that has not yet been fulfilled. Any further rights, in particular the assertion of potential claims for damages, are excluded.

7. RETENTION OF TITLE

The goods shall remain the property of the Seller until the purchase price has been paid in full. As the Customer, you are obliged to handle the delivered goods with due care. If you, as the Customer, act in breach of the contract, particularly by failing to pay the purchase price when due, we shall be entitled, in accordance with the statutory provisions, to withdraw from the contract and demand the return of the goods (hereinafter also referred to as "goods subject to retention of title") on the basis of the retention of title and our withdrawal from the contract. If you fail to pay the purchase price, we may exercise this right only if we have first set you a

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reasonable deadline for payment that has expired without success, or if such a deadline is dispensable under the statutory provisions.

8. RIGHT OF WITHDRAWAL IN ACCORDANCE WITH THE FOLLOWING PROVISIONS

8.1. As a consumer, you have the right to withdraw from this contract within fourteen days without giving any reason.

8.2. The withdrawal period shall be fourteen days from the day on which you, or a third party designated by you who is not the carrier, took possession of the goods. To exercise your right of withdrawal, you must notify us:

peicom GmbH
c/o Koch International Logistik GmbH
Fürstenauer Weg 72
49090 Osnabrück
info@peicom.com

by means of an unequivocal statement (e.g. a letter sent by post or an email) informing us of your decision to withdraw from this contract.

8.3. You may use the link withdrawal form provided via the integrated link on the website of peicom GmbH, but this is not mandatory. You can download the model withdrawal form from our website, complete it electronically and submit it to us.

8.4. To meet the withdrawal deadline, it is sufficient for you to send your notification exercising your right of withdrawal before the withdrawal period expires.

Consequences of withdrawal

8.5. If you withdraw from this contract, we shall reimburse all payments received from you, including delivery costs (with the exception of additional costs resulting from your choice of a delivery method other than the least expensive standard delivery offered by us), without undue delay and no later than fourteen days from the day on which we received notification of your withdrawal from this contract. We will confirm receipt of your withdrawal by email. For the reimbursement, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you. In no event will you be charged any fees as a result of this reimbursement.

8.6. We may withhold reimbursement until we have received the goods back or you have provided evidence that you have returned the goods, whichever occurs first.

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8.7. You must return or hand over the goods to us without undue delay and, in any event, no later than fourteen days from the day on which you notify us of your withdrawal from this contract. The deadline shall be deemed met if you send the goods before the fourteen-day period has expired. Please be sure to include the return form provided via the integrated link on the website of peicom GmbH with your shipment so that we can identify and allocate the return.

8.8. You shall bear the direct costs of returning the goods.

8.9. You shall be liable for any diminished value of the goods only if such diminished value results from handling the goods in a manner that was not necessary to establish their nature, characteristics and functioning.

End of the cancellation policy

8.10. Exclusion/expiry of the right of withdrawal

Pursuant to Section 312g(2) of the BGB, the right of withdrawal does not apply, among other cases, to contracts for the supply of goods that are not prefabricated and for the production of which an individual selection or specification by the consumer is decisive, or which are clearly tailored to the consumer's personal needs, and to contracts for the supply of goods,

9. TRANSPORT DAMAGE

9.1. If goods are delivered with obvious transport damage, please report such damage to the delivery person immediately and contact us as soon as possible.

9.2. Failure to submit a complaint or contact us shall have no consequences for your statutory warranty rights. However, your cooperation helps us assert our own claims against the carrier or transport insurer.

10. LIABILITY FOR DEFECTS AND WARRANTY

We shall remedy defects in accordance with the following provisions:

10.1. In purchase contracts with consumers for goods, we fulfil our obligations to remedy defects in accordance with the statutory provisions, in particular Sections 434 et seq. of the BGB.

10.2. If the goods delivered exhibit obvious material or manufacturing defects, including transport damage, please report such defects to us or to the delivery

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person supplying the products immediately. Failure to submit such a complaint shall, however, have no consequences for your statutory claims.

11. LIABILITY

11.1. Unless otherwise provided for in these General Terms and Conditions, including the following provisions, our liability shall be governed by the provisions set out below.

11.2. We shall be liable for intent and gross negligence. We shall also be liable for negligent breaches of obligations whose fulfilment is essential for the proper performance of the contract, whose breach jeopardises the achievement of the contractual purpose, and on whose fulfilment you, as the Customer, may regularly rely. In the latter case, however, our liability shall be limited to foreseeable damage typical for the contract. The same shall apply to breaches of duty by our vicarious agents.

11.3. The above exclusions and limitations of liability shall not apply in cases of injury to life, body or health. Liability under the German Product Liability Act shall remain unaffected.

12. LIMITATION PERIOD

12.1. The limitation period for consumers' warranty claims relating to the goods delivered shall be two (2) years from delivery of the goods.

12.2. In cases of intentional or grossly negligent conduct, fraudulent conduct, or where a guarantee has been assumed at least in text form, the statutory limitation periods shall apply.

13. INFORMATION ON THE RETURN OF BATTERIES/RECHARGEABLE BATTERIES

13.1. Batteries must not be disposed of with household waste. You may return your old batteries free of charge to public collection points in your municipality or to any retailer that sells batteries. Batteries containing hazardous substances are marked with a symbol consisting of a crossed-out wheeled bin and the chemical symbol (Cd, Hg or Pb) of the heavy metal that determines their classification as hazardous.

- The "crossed-out wheeled bin" symbol means that batteries and rechargeable batteries must not be disposed of with household waste.
- The symbols beneath the bin stand for:

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Pb: contains lead
Cd: contains cadmium
Hg: contains mercury

13.2. Electrical and electronic equipment must not be disposed of with household waste. You can return your old electrical equipment free of charge to one of the municipal collection points.

14. APPLICABLE LAW / JURISDICTION, ONLINE DISPUTE RESOLUTION AND ALTERNATIVE DISPUTE RESOLUTION

14.1. The law of the Federal Republic of Germany shall apply, excluding the United Nations Convention on Contracts for the International Sale of Goods of 11 April 1980 (CISG).

14.2. If, at the time of placing the order, the Customer's habitual residence is not in Germany, the choice of law set out in Section 14.1 shall not affect the application of mandatory legal provisions of the country in which the Customer has their habitual residence.

14.3. The applicable statutory provisions shall govern local and international jurisdiction.

14.4. If you have concluded the contract as a consumer, the mandatory provisions of the legal system of the state in which you have your habitual residence shall remain unaffected.

15. FINAL PROVISIONS

15.1. If one or more provisions of these General Terms and Conditions are or become wholly or partially invalid or unenforceable, this shall not affect the validity of the remaining provisions of this contract. The same shall apply if and to the extent that this contract is found to contain a gap.

15.2. Individual agreements made with the Customer in specific cases (including ancillary agreements, supplements and amendments) shall in all cases take precedence over these General Terms and Conditions. To be effective, such agreements must be made at least in text form. This requirement shall also apply to any amendment of this form requirement. Amendments that do not comply with this form requirement shall be invalid.

15.3. If individual provisions of these GTC are or become wholly or partially invalid, this shall not affect the validity of the remaining provisions.

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PRIVACY POLICY

In all data processing activities (e.g. collection, processing and transfer), we comply with the applicable statutory provisions, in particular the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG).

Your data required for the processing of transactions will be stored and disclosed to service providers commissioned by us only to the extent necessary for order and payment processing. Address and order data are otherwise collected and processed solely for our own marketing purposes. Furthermore, we assure you that your address data will not be passed on to third parties for marketing purposes.

Details concerning data processing and the rights of data subjects in relation to peicom GmbH can be found in our privacy notices on our website via the integrated link. We shall also impose the applicable data protection obligations on our employees and any subcontractors commissioned and engaged by us.

Note: You may object at any time to the use, processing and transfer of your personal data for marketing purposes by sending an informal notification by post to our Data Protection Officer at:

GENA
– Data Protection Officer –
Böttgerstraße 6
DE-65439 Flörsheim

or by email to datenschutz@peicom.com.

This does not apply to data required to process your order. Upon receipt of your objection, we will no longer use, process or transfer the data concerned for any purpose other than processing your order, and we will discontinue sending you our catalogues and other advertising materials.

As of October 2026

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