

General Terms and Conditions

§ 1 General, scope of application of the GTCs

1.1 All deliveries and services shall be performed exclusively based on the following General Terms and Conditions of Business (hereinafter referred to as "GTC") in their valid version at the time of the order.

1.2 The contractual partner is isobiotec Vertriebs UG (haftungsbeschränkt) - (hereinafter referred to as the "Seller").

1.3 Customer in the sense of these Terms and Conditions can be consumer (hereinafter "Customer"). Consumers in the sense of the terms and conditions are natural persons who contract for a purpose that can be attributed predominantly neither to their commercial nor their professional activity.

§ 2 Conclusion of Contract, Materialization of the Contract

2.1 Our offer is binding. With your order you accept our offer to conclusion of the contract. The contract shall be concluded upon dispatch of your order to us. You receive an order confirmation by e-mail.

§ 3 Storage of the contract text

We store your order, the order data entered and the entire text of the contract. We will send you an order receipt confirmation by e-mail and then an order confirmation.

§ 4 Right of withdrawal for consumers

The following right of revocation exists only for consumers in distance selling:

1. Right of withdrawal

You have the right to cancel this contract within fourteen days without giving reasons. The withdrawal period is fourteen days from the day on which you or a third party named by you, who is not the named by you, who is not the carrier, has or has taken possession of the goods.

To exercise your right of withdrawal, you must send us (name, address and, if available, telephone number, fax number and e-mail address) by means of a clear statement (eg. letter sent by post or e-mail) about your decision to revoke this contract. You can use the enclosed sample cancellation form for this purpose which, however, is not mandatory.

To comply with the withdrawal period, it is sufficient that you send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

Consequences of the revocation

If you revoke this contract, we shall return to you all payments that we have received from you, including delivery costs (with the exception of the additional costs that result from the fact that you have chosen a different type of delivery than the one offered by us, standard delivery offered by us), without undue delay and at the latest within fourteen days from the day on which we received the notification of your revocation of this contract. For this repayment we use the same means of payment

that you used in the original transaction, unless expressly agreed otherwise with you; in no case will you be charged for this repayment. We may refuse repayment until we have received the goods back or until you have provided proof that you have returned the goods, whichever is the earlier.

You must return the goods without undue delay and in any case no later than within fourteen days of the day on which you notify us of the revocation of this contract. The deadline is met if you send the goods before the expiry of the period of fourteen days. You shall bear the direct costs of returning the goods.

You must pay for loss in value of the goods only if this loss in value is due to an inspection the condition, properties and functioning of the goods that is not in line with necessary use of the goods.

§ 5 Model cancellation form

If you want to revoke the contract, please fill out this form and send it back.

To *[isobiotec Vertriebs UG (haftungsbeschränkt), Buehler Strasse 7, 69126 Heidelberg, Germany. E-mail: info@isobiotec.com]*:

Herewith I/we (*) revoke the contract concluded by me/us (*) for the purchase

of the following goods (*)

Ordered on (*)/received on (*)

Name of the consumer(s)

Address of the consumer(s)

Signature of the consumer(s) (only in case of paper communication)

Date

(*) Delete where inapplicable.

§ 6 Prices and shipping costs

All prices are subject to the statutory value added tax plus shipping costs. We deliver with FedEx, DHL or another provider of our choice.

§ 7 Terms of delivery

7.1 We deliver worldwide.

7.2 Delivery time within 14 days.

§ 8 Terms of payment

8.1 Payment shall be made either by advance payment by bank transfer, credit card (VISA, Mastercard), or on account. We reserve the right to exclude individual payment methods.

8.2 The purchase price shall be payable upon the occurrence of default in payment during the period of default in the amount of 5% points above the base interest rate.

§ 9 Retention of title

The goods remain our property until full payment has been made.

§ 10 Warranty

If you are a consumer, the warranty is governed by the statutory provisions.

§ 11 Customer service

If you have any questions, complaints, or claims, please contact us.
You reach us by e-mail at: info@isobiotec.com.

§ 12 Dispute resolution

12.1 The European Commission provides an Internet platform for online dispute resolution.
This can be reached via the following Internet address:

<https://ec.europa.eu/consumers/odr/>. We are neither willing nor obligated to participate in a dispute resolution a consumer arbitration board, we are neither willing nor obliged to do so.

12.2 If one or more provisions of these GTCs are invalid, the remainder of the contract shall remain effective. If the provisions are invalid, the content of the contract shall be governed by the statutory provisions.