ABOUT YOU SE & Co. KG
Domstraße 10
20095 Hamburg

June 2026

General Terms and Conditions

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Our terms and conditions:

Find important information on purchases at ABOUT YOU here.

1. Conclusion of the contract

The presentation of goods in the online store does not constitute a legally binding offer but a non binding online catalog instead. By clicking the button "order with obligation to pay", you submit a binding order regarding the goods in the shopping cart. The confirmation of the order's receipt is issued immediately upon sending the order and does not constitute acceptance of the contract. We may accept your order by sending an order confirmation via email or by shipping the goods within two days.

2. Instructions on withdrawal

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right of withdrawal, you must inform us (ABOUT YOU SE & Co. KG, Domstraße 10, 20095 Hamburg, Germany, email customerservice@aboutyou.com) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). You may use the attached model withdrawal form, but it is not obligatory. You can also exercise your right of withdrawal online at https://aboutyouwithdrawal.zendesk.com/hc/en-001/requests/new. If you use this online feature, we will send you an acknowledgement of receipt of the withdrawal on a durable medium (e.g. by email), including its content and the date and time of its submission, without undue delay.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

End of instructions of withdrawal

Model withdrawal form

Complete and return this form only if you wish to withdraw from the contract to:
ABOUT YOU SE & Co. KG, Domstraße 10, 20095 Hamburg, Germany, email:
customerservice@aboutyou.com

I/We* hereby give notice that I/We* withdraw from my/our* contract:

of sale of the following goods*:

for the provision of the following service*:

ordered on*/received on*:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) only if this form is notified on paper:

Date

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* Delete as appropriate.

3. Exclusion of the right of withdrawal:

The right of withdrawal is excluded for contracts on the supply of goods (i) which are made to the consumer's specifications or are clearly personalized or (ii) which are liable to deteriorate or expire rapidly or (iii) which are sealed and are not suitable for return due to health protection or hygiene reasons, provided they were unsealed after delivery.

4. Voluntary right of return until up to 30 days upon receipt of goods:

Beside the right of withdrawal mentioned above, we grant you a voluntary return guarantee for the

period of 30 days upon receipt of goods. You may also cancel the contract after the 14-day withdrawal period has expired by returning the goods to us within 30 days upon receipt (period starts on the day after the goods have been received) as long as the goods are in original packaging and complete and as long as they have not been used or damaged and as long as they do not constitute goods made to the consumer's specification or that are clearly personalized. Punctual dispatch suffices to comply with the time limit.

Goods must be shipped back to:

Asendia Operations GmbH & Co. KG
c/o About You (Returncenter)
Elisabeth-Selbert-Strasse 2
63110 Rodgau Germany

The voluntary right of return does not affect your statutory rights and claims. Especially your right of withdrawal and your statutory warranty rights remain at your unchanged disposal.

5. Shipping and customs

The customs process for the import in the destination country will be initiated and coordinated by ABOUT YOU. A service provider will declare the import for your account and in your name. You are liable for the payment of all fees (customs duty, VAT and other taxes) in connection with the delivery of goods. In case of returns you are also responsible for the export clearance. You are free to use a service provider that will handle the process for your account and in your name. Issuance of goods occurs in common household amounts only and goods are issued to end consumers only. The unauthorized military use of goods is strictly prohibited.

6. Warranty

If the delivered goods are defective, you are entitled to the statutory warranty claims. ABOUT YOU does not give any additional warranties against defects other than the rights provided by law.

7. Shipping Cost

Subject to Section 5 above, your order at ABOUT YOU is shipped free of charge.

8. Payment

Payment may basically be made through PayPal, card payment (MasterCard, Visa, American Express, Union Pay, Discover, Diners Club International and JBC) or debit card. There are no cash discounts for prompt payment. We reserve the right to offer specific payment methods only for the requested delivery, e.g., only methods related to the respective credit rating to hedge our credit risk.

Payment via PayPal

You pay directly through your PayPal account. Upon submitting your order, you will be forwarded to PayPal to clear the order value. As soon as our PayPal account has been notified about your authorization, shipping starts – depending on the shipping time indicated with the goods. Upon shipping, your PayPal account will, after having deducted discounts, as the case may be, vouchers, etc., be debited with the factual amount invoiced. Goods that have been made to the customer's specifications or that are clearly personalized lead to an immediate debit of your PayPal account with the factual amount invoiced after having deducted discounts, vouchers, etc.

Payment via card payment

You immediately pay during the process of ordering by entering your card payment data. Upon

shipping, your card payment will, after having deducted discounts, as the case may be, vouchers, etc., be debited with the factual amount invoiced. Goods that have been made to the customer's specifications or that are clearly personalized lead to an immediate debit of your card payment with the factual amount invoiced after having deducted discounts, vouchers, etc.

9. Prices

Our prices are in USD and exclude statutory VAT, custom duties, and other taxes. For the avoidance of doubt, ABOUT YOU is not liable for custom duties and taxes payable to local authorities.

10. Reservation of ownership

Until full payment the goods remain our property.

11. Electronic communication

You consent that communication related to the contract may occur in electronic form.

12. Contractual language / storage of order text

The contract is concluded in English language. The text of the order is not stored with us and cannot be accessed anymore upon completion of the ordering procedure. You may, however, print your order text immediately upon having submitted the order.

13. Supplier identification

ABOUT YOU SE & Co KG, Domstraße 10, 20095 Hamburg, Germany, local court of Hamburg HRA 126781, represented by: ABOUT YOU Verwaltungs SE, local court of Hamburg HRB 171601, Management Board: Sebastian Betz, Tarek Müller, Hannes Wiese; Chairman of the Supervisory Board: Dr. Christoph Lütke Schelhowe