

Additional terms of use RöhM product configurator „web2product“ (As of April 2015)

§ 1 Conclusion and content of the contract

1. After conclusion of the contract regarding the product configurator „web2product“ the customer receives an incoming order confirmation with the content of the order via e-mail within 24 hours.

§ 2 Prices

1. The price is shown to the customer in the personal shopping cart before ordering. The customer accepts the price shown when proceeding with ordering for a fee.

2. The customer has to state during the registration, whether he/she already has a customer ID with RöhM GmbH. In this case RöhM can add the customer ID to the customer's web account. When this was done, the customer receives a message from RöhM. From that point onwards the prices in the personal shopping cart will be set taking the individual customer conditions into account.

§ 3 Conditions of payment

1. The only payment method available is credit card unless the customer has a customer ID with RöhM Germany. In this case it is possible for RöhM to activate the payment method purchase on account. The decision regarding an activation will be made by RöhM.

§ 4 Return and follow-up order

1. The return of a product is explicitly excluded due to the customer-specific individualization.

2. Products from the product configurator can only be reordered by the customer, using the online application for a repeated configuration. The reorder of configurator products is not possible in any different way since configuration characteristics from previous orders might have changed in the meantime and might not be available in the original version from the product configurator anymore. In case the customer imperatively needs the product in the previous version, it can be ordered via the usual ordering process with the RöhM sales department.

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§ 5 Liability

1. Röhm produces the product within the given configuration limits according to the customer's request. The customer determines the desired specification of the product. The responsibility for the reliability and the safety during the use of the product regarding the individual application is the customer's. Röhm does not assume liability for any damages arising from an improper use or from an improper product configuration, which does not suit the particular application.

§ 6 Delivery time and shipping

1. The delivery deadline is five working days, if the customer orders the product via the product configurator. The delivery deadline is met, if the delivery item is ready for dispatch within five working days after the incoming order.

2. The adherence to delivery time is top priority. Therefore the delivery item cannot be delivered with a collective shipment or with other items, which are not in the configurator.

3. The five day delivery deadline is guaranteed, if the amount ordered per day does not exceed 20 pieces per customer.