

General Terms and Conditions

1. Scope

The following terms and conditions apply to all orders placed via our online shop. Our online shop is for consumers only.

2. Contractual partner, formation of contract, correction facilities

The contract is concluded with Posterlounge GmbH.

By placing the products in the online shop, we make a binding offer on our part to enter into a contract regarding those items. You may place our products in the shopping basket without obligation and amend your entries at any time prior to submitting your binding order by using the correction facilities that are provided for this purpose and explained during the ordering process. The contract is formed by clicking on the order button which indicates your acceptance of our offer concerning the goods contained in the shopping basket. Once you have sent your order, you will immediately receive a confirmation via e-mail.

3. Contract language, saving of the contract text

The language available for concluding the contract is English.

We save the text of the contract and forward the order data and our terms and conditions to you by e-mail. You may also view the text of the contract in our customer login area.

4. Delivery conditions

Delivery costs are added to the product prices as displayed. Delivery charges are explained within individual product offers.

We only dispatch goods en route, pickup by the customer is not possible.

The delivery of large goods by courier is made by truck and to the kerbside closest to the delivery address, unless expressly agreed otherwise.

We deliver orders made from www.posterlounge.ie only to Ireland.

5. Payment

The following payment methods are available in our online shop. We reserve the right to limit the choice of payment methods available for an order depending on the order value, the terminal device being used or other objective criteria.

Credit card

You provide your credit card details during the ordering process. Your card will be charged immediately after placing your order.

PayPal, PayPal Express

In order to pay the invoice amount via the payment service provider PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, 2449 Luxembourg, Luxembourg ('PayPal'), you must be registered with PayPal, legitimise yourself with your access data and confirm the payment instruction. The payment transaction will be processed by PayPal after placing the order. You will receive further instructions during the ordering process.

PayPal may offer registered PayPal customers further payment modalities in the customer account selected according to its own criteria. However, we have no influence on the offering of these modalities; further individually offered payment modalities affect your legal relationship with PayPal. You can find more information on this in your PayPal account.

Klarna

In cooperation with the payment service provider Klarna Bank AB (publ.), Sveavägen 46, 111 34 Stockholm, Sweden ('Klarna'), we offer you the following payment option. Payment via Klarna is only available to consumers. Unless otherwise specified below, payment via Klarna is subject to a successful address and credit check, and payment is made directly to Klarna. Further information is provided during the ordering process.

- **Klarna Pay in instalments**

You can pay the invoice amount in multiple monthly instalments.

6. Retention of title

The goods shall remain our property until full payment is made.

7. Damage during delivery

If the goods are delivered with obvious damage caused during delivery, please report the defect to the carrier and notify us without delay. Failure to make a complaint or to make contact does not in any way affect your legal rights or the enforcement of such rights, notably your warranty rights. However, in doing so you help us to assert our own claims against the carrier or transport insurer.

8. Warranty and guarantees

8.1 Liability for defects

We are under a legal duty to supply products that are in conformity with this contract.

The statutory guarantee provisions (liability for defects) shall apply. With respect to consumers, statutory warranty rights governed by the law of the country where the consumer has his habitual residence shall apply. Complaints can be submitted by consumers and businesses to our contact details given in the legal information.

When you exercise your warranty rights and we deem it necessary to receive the goods back in order to examine your

complaint, you must send back the goods at our cost to the address provided for this purpose. We are committed to respond to any complaint immediately, but no later than within 14 days of its submission.

8.2 Guarantees and customer service

Information on any additional guarantees that may apply and their exact conditions can be found with the product and on special information pages in the online shop.

Our customer service is available for queries, complaints and claims on working days from 9 a.m. to 3 p.m. via phone at +49 341 33 97 59 00 as well as via e-mail at support@posterlounge.ie.

9. Liability

We shall in any case be liable without limitation for claims due to damages that have been caused by us, our legal representatives or legal agents

- for injury to life, limb or health,
- for deliberate or grossly negligent breach of duty,
- for guarantee commitments, where agreed,
- towards consumers.

Except these cases, our civil law liability is limited to the foreseeable and direct damages at the time of contract conclusion.

10. Online dispute resolution

The European Commission provides a platform for online dispute resolutions (ODR) which can be accessed at <https://ec.europa.eu/consumers/odr/>.

We are ready to participate in extra-judicial dispute settlement proceedings before a consumer dispute resolution body.

Leipzig, 18/03/2024