Terms and Conditions

1. Area of Validity

The following terms and conditions apply to all orders via our online store.

2. Contracting Partner, Customer Service

The purchase agreement is concluded with COLOGNE First Trade GmbH. For further information about us visit the company information page. You can contact our customer service for any queries and complaints from Monday – Friday between 9:00 – 17:00 on +49 (0)2241 23401-0.

3. Conclusion of the Contract

By placing products in the online store, we submit a binding offer upon the conclusion of a contract on these articles. The agreement is completed once you have clicked the Order Button which means you have accepted the offer of the products in your shopping basket. Upon dispatch of your order, you will receive a confirmation e-mail.

The condition for an effective contract conclusion is always that the order process is completed with the dispatch of the order.

4. Delivery Costs

Delivery costs are also added on top of the product prices. You can find out more about the level of delivery costs on the offers and on the payment and delivery page.

5. Payment

Payments can be made by advance payment, cash on delivery, credit card or PayPal.

- **Advance Payment**
  If you choose to pay in advance, we will provide our bank details in the order confirmation and will dispatch the goods upon receipt of payment.
- **Credit Card**
  Your credit card will be debited upon completion of the order.
- **PayPal**
  You will pay the invoiced amount via the online provider PayPal. You have to be registered or sign up, legitimize you access data and confirm our payment instructions (exception with guest access). You will receive further details during the **ordering process.**

6. Collection by the Customer

We only deliver via the dispatch route. Collection by the customer is not possible.

7. Packstations

We don’t deliver to packstations.

8. Revocation Instructions

Below, you will find instructions on the conditions and consequences of the legal right to cancel shipping orders.

Right of Revocation

You may cancel this contract within 14 days without giving any reasons.

The cancellation period is fourteen days from the day on which you or a third party appointed by you and other than the carrier, took possession of the last goods.

To exercise your right of cancellation, you must inform us (COLOGNE First Trade GmbH, Brüsseler Straße 1, 53842 Troisdorf, Tel: +49 (0)2241 23401-0, Fax: +49 (0)2241 23401-99, E-Mail: lifestyle@hwaag.com) via a clear declaration (e. g. a letter sent by post or e-mail) of your decision to cancel this contract. You may use the attached sample cancellation form; however you are not obliged to do so.

You can also exercise your right of withdrawal online using our “Withdraw from contract” function. If you use this online function, we will promptly send you, on a durable medium (e.g. by email), an acknowledgement of receipt containing information on the content of your withdrawal declaration and the date and time of its receipt.

If notification of the exercising of the right of cancellation is sent on time, this shall be sufficient to comply with the cancellation period.

Consequences of cancellation

If you cancel this contract, we shall refund to you any payments received from you, (with the exception of any additional costs incurred by you choosing a type of delivery other than the standard, cheapest delivery offered by us), immediately and at the latest within fourteen days from the day on which we receive notification of your cancellation of this contract. We use the same means of payment for this refund as you used in the original transaction, unless something else has been explicitly agreed with you; under no circumstances will you be charged any fees because of this refund. We may refuse a refund until we have received the goods back again or until you have demonstrated that you have returned the goods, depending on which is the earlier date.

You must return or hand over the goods immediately and in any case at the latest within fourteen days from the day, on which you notify us of the cancellation of this contract, to (COLOGNE First Trade GmbH, Brüsseler Straße 1, 53842 Troisdorf, Tel: +49 (0)2241 23401-0, Fax: +49 (0)2241 23401-99, E-Mail: lifestyle@hwaag.com). The period is deemed observed if you send off the goods before expiry of the period of fourteen days. You are responsible for the cost of return shipping.

You may only be liable for damages for deterioration of the goods, insofar as the deterioration is attributable to handling of the goods, which goes beyond examining the characteristics and functionality.

End of Revocation Instruction

9. Contract Text Storage

We will store the contract text and send you the details of your order together with the terms and conditions via e-mail. You can view and download the terms and conditions at any time here on this page. You can view your past orders in our customer login.

10. Contract Language

The language available for the contract conclusion is German.

11. European Online Dispute platform

11.1 Duty to notify according to the ODR-Verordnung (Art. 14 Abs. 1 ODR-VO)

Link to the Platform of the EU Commission regarding online dispute resolution: http://ec.europa.eu/consumers/odr/
Our Contact E-Mail: info@mba-sport.de

11.2 Duty to notify according to the Verbraucherstreitbeilegungsgesetz (§ 36 VSBG)

We are not obligated to participate in a dispute settlement procedure before a consumer sacking office. In addition we don't want to participate in such a procedure.

COLOGNE First Trade GmbH