GENERAL TERMS AND CONDITIONS

§ 1

Scope of Application - Subject Matter of the Contract

(1) The business relationship between Bosse Trade e. K., proprietor Thorsten Bosse, Luise-Rinser-Weg 11, 90587 Veitsbronn, Germany, registered with the Local Court of Fürth under HRA 6805 (hereinafter “Bosse Trade e. K.”), and the customer shall be governed exclusively by these General Terms and Conditions in the version applicable at the time the order is placed.

(2) We do not accept any conflicting terms and conditions of the customer unless we have expressly agreed to their application.

§ 2

Offer - Contracting Party

The purchase contract is concluded with Bosse Trade e. K., proprietor Thorsten Bosse, Luise-Rinser-Weg 11, 90587 Veitsbronn, Germany, registered with the Local Court of Fürth under HRA 6805. Our customer service department can be contacted with questions, complaints and claims Monday to Friday from 9:00 a.m. to 5:00 p.m. by telephone at +49 (0)911 77 44 29 or by email at kundendienst@Nordhandel.de.

§ 3

Offer - Conclusion of Contract - Contract Documents

(1) The presentation of products in our online shop does not constitute a legally binding offer but an invitation to place an order. Errors and omissions excepted.

(2) By clicking the “Buy” button, you submit a binding order for the goods listed on the order page. When an order is placed with Bosse Trade e. K., we confirm receipt of the order and its details by email (order receipt confirmation). This confirmation does not constitute acceptance of your offer; it merely informs you that we have received your order.

(3) We may accept your order within one working day of receipt by sending an order confirmation in writing or text form (e.g. by email) confirming processing or dispatch of the goods, or by dispatching the goods. If this period expires without acceptance, the offer is deemed rejected and no contract is concluded. By way of exception, a binding contract may be concluded earlier if you select an online payment method and make payment immediately after submitting the order. In this case, the contract is concluded when the relevant payment service provider confirms execution of your payment instruction.

(4) The contractual language is German.

(5) We store the contract text and send you the order details and our General Terms and Conditions by email. The Terms and Conditions are also available at www.Nordhandel.de. You can view your previous orders in your customer account.

§ 4

Prices and Shipping Costs

(1) Prices stated on the product pages include statutory value-added tax and other price components.

(2) In addition to the prices stated, the following shipping charges apply per shipment:

Germany: €6.95.

Belgium, Denmark, France, Italy, Luxembourg, Netherlands, Austria, Poland, Slovakia, Slovenia, Spain, Czech Republic and Hungary: €17.95.

Bulgaria, Estonia, Greece, Ireland, Croatia, Latvia, Lithuania, Malta, Portugal, Romania and Cyprus: €18.95.

Finland and Sweden: €23.95.

Shipping charges are displayed in the shopping cart and on the checkout page.

(3) Deliveries to countries outside the EU (e.g. Switzerland) may be subject to additional customs duties and import taxes. These costs must be borne by the recipient.

(4) Direct debit and cash on delivery are not available for orders from abroad.

§ 5

Delivery Conditions and Reservation of Self-Supply

(1) Deliveries within Germany are made by DHL; international deliveries are made by DHL, UPS or DPD.

(2) We confirm receipt of payment and/or dispatch by email. Delivery within Germany generally takes one to two working days after the dispatch date.

(3) If not all ordered products are in stock, we may make partial deliveries at our own expense, provided this is reasonable for you.

(4) If delivery fails despite three delivery attempts, we may withdraw from the contract. Any payments already made will be refunded without undue delay.

(5) If an ordered product is unavailable because our supplier has failed to supply us through no fault of our own, we may withdraw from the contract. In this case, we will inform you without undue delay and, where appropriate, offer a comparable product. If no comparable product is available or you do not wish to accept one, we will refund any payments already made without undue delay.

§ 6

Payment Terms

(1) Payment may be made by advance bank transfer, credit card, instant bank transfer, direct debit, cash on delivery, PayPal or invoice.

(2) If you choose advance payment, our bank details will be provided in the order confirmation. The invoice amount must be transferred to our account within ten days. Your credit card will be charged when the goods are dispatched. Direct debit is collected when the goods leave our warehouse.

(3) In the event of payment by direct debit, you may be required to bear costs resulting from a returned payment transaction due to insufficient funds or incorrect bank account details supplied by you.

(4) You may exercise a right of retention only insofar as your claims arise from the same contractual relationship.

§ 7

Right of Withdrawal for Consumers

A consumer is any natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business or independent professional activity.

Instructions on Withdrawal

Right of Withdrawal

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

The withdrawal period is fourteen days from the day on which you, or a third party designated by you who is not the carrier, takes possession of the last item of goods.

To exercise your right of withdrawal, you must inform us:

Nordhandel security equipment

Bosse Trade e. K.
Luise-Rinser-Weg 11
90587 Veitsbronn

Telephone: +49 (0)911-774429
Fax: +49 (0)911-7467998
Website: www.Nordhandel.de
Email: info@Nordhandel.de

of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or email). You may use the attached model withdrawal form, but this is not mandatory.

You may also complete and submit the model withdrawal form or another unequivocal statement electronically on our website at www.Nordhandel.de. If you use this option, we will acknowledge receipt of your withdrawal without undue delay (e.g. by email).

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

Effects of Withdrawal

If you withdraw from this contract, we shall reimburse all payments received from you, including delivery costs (except any additional costs arising because you chose a delivery method other than our least expensive standard delivery option), without undue delay and in any event no later than fourteen days from the day on which we are informed of your decision to withdraw. We will make the reimbursement using the same means of payment as you used for the original transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back or until you have supplied evidence of having sent them back, whichever is earlier.

You must send back or hand over the goods without undue delay and in any event no later than fourteen days from the day on which you inform us of your withdrawal from this contract. The deadline is met if you send back the goods before the fourteen-day period expires. You shall bear the direct cost of returning the goods.

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

§ 8

Retention of Title

(1) The goods remain our property until payment has been made in full. Before title passes to you, pledging, transferring ownership as security, processing or modifying the goods without our consent is prohibited.

§ 9

Statutory Warranty Rights

(1) Statutory warranty provisions apply. For defects arising within the statutory two-year warranty period following delivery, you have the statutory right to subsequent performance (at your choice, rectification or replacement) and, where the statutory requirements are met, the rights to a price reduction or withdrawal from the contract, as well as claims for damages. You must allow us a total of two attempts at rectification unless you have previously set a reasonable additional period that has expired without success. If your preferred type of subsequent performance entails disproportionate costs, your claim is limited to the alternative type of subsequent performance.

(2) We accept no warranty liability for damage or defects caused by improper use, operation or storage, negligent or incorrect care and maintenance, excessive strain or improper repairs carried out by an unauthorised service partner.

(3) If you wish to have a defective product repaired or replaced, please return it free of charge. To obtain a return label with the return address and return number, please contact +49 (0)911 77 44 29 or reklamation@Nordhandel.de. Please use this return label to ensure prompt and smooth processing.

§ 10

Liability

(1) In relation to consumers within the meaning of Section 13 of the German Civil Code (BGB), we exclude liability for slightly negligent breaches of duty unless these concern material contractual obligations, injury to life, limb or health, guarantees, or claims under the German Product Liability Act. The same applies to breaches of duty by our vicarious agents.

(2) In relation to business customers within the meaning of Section 14 BGB, we are not liable for slightly negligent breaches of non-material contractual obligations. This does not apply in cases of personal injury or under the German Product Liability Act.

(3) In relation to business customers, we are liable for indirect or consequential loss and loss of profit only in cases of intent or gross negligence. In such cases, our liability is limited to foreseeable damage typical of the contract.

§ 11

Final Provisions

(1) If any provision of these General Terms and Conditions is invalid, the remainder of the contract shall remain effective. The relevant statutory provisions shall apply in place of the invalid provision.

(2) German law applies to cross-border deliveries. This choice of law does not affect mandatory consumer protection provisions of the country in which the customer has their habitual residence. The United Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded.

§ 12
Customer Information

I. We are a member of the Verein sicherer und seriöser Internetshopbetreiber e. V. (Association of Safe and Reputable Online Shop Operators) and have submitted to its review criteria and its out-of-court dispute resolution body, which is free of charge for our customers.

http://www.internetsiegel.net/Pruefungskriterien.pdf
http://www.internetsiegel.net/html/schlichtungsstelle.html

II. Technical steps leading to conclusion of the contract and correction options: You may place the desired goods in your virtual shopping cart without obligation. You can access the cart at any time to review, correct or delete its contents. To purchase the selected goods, click “Checkout”. You will then be asked to enter your personal details, select a payment method and confirm that you have read the customer information. You can cancel the order process at any time by closing the browser window, or complete it by submitting the order. You can identify and correct any input errors in the final order summary before submitting the order by using the “Back” functions. The contract is concluded in accordance with Section 3 of these General Terms and Conditions.

III. The essential characteristics of the goods offered are set out in the product descriptions in our online shop.

IV. The language available for conclusion of the contract is German.

V. Complaints, claims and other warranty matters may be submitted to the address stated in our legal notice (Impressum).

VI. Statutory warranty rights are governed by Section 9 of these General Terms and Conditions.

VII. We store the contract text and send you the order details and our General Terms and Conditions by email. The Terms and Conditions are also available at www.Nordhandel.de. You can view your previous orders in your customer account.

Version: November 2026 (English translation)

This English translation is provided for the convenience of international customers. In the event of discrepancies, the German version shall prevail to the extent permitted by applicable law.