

## **GENERAL TERMS AND CONDITIONS**

*The following terms and conditions govern all online offers, sales and purchases of products through the website(s) currently located at <http://get.cobi.bike/> (together with any successor site(s), the "**Site**"). These terms hereby incorporate the terms and conditions of the COBI.bike Privacy Policy - <https://cobi.bike/privacy-policy> applicable to the Site.*

### **1. DEFINITIONS**

1.1. The following terms and expressions shall have the following meanings:

- a. 'consumer' means any natural person who is acting wholly or mainly for purposes which are outside his trade, business, craft or profession;
- b. 'day' means a calendar day;
- c. 'durable medium' means any instrument which enables you or the trader to store information addressed personally to him in a way accessible for future reference for a period of time adequate for the purposes of the information and which allows the unchanged reproduction of the information stored;
- d. 'digital content' means data which are produced and supplied in digital form;
- e. 'product(s)' means any SKU (=product) sold on the COBI.bike Webshop, listed and described on the Site, which Trader agrees to provide to you in accordance with these General Terms and Conditions;

### **2. IDENTITY**

2.1. Products sold through the Site are sold to you by ModusLink B.V., Merchant of Record for COBI.bike ("Trader" or "us").

Trader's contact information is as follows:

ModusLink B.V., registered in the Trade Register of the Chamber of Commerce and Industry of Apeldoorn, The Netherlands under number 08055138  
Wapenrustlaan 11-31  
7321 DL  
Apeldoorn  
The Netherlands  
Hotline: +49 (0)6131 490 9029, E-Mail: [deutschland@cobi.bike](mailto:deutschland@cobi.bike)

For Complaints please contact:

ModusLink B.V.  
Wapenrustlaan 11-31  
7321 DL  
Apeldoorn  
The Netherlands  
Hotline: +49 (0)6131 490 9029, E-Mail: [deutschland@cobi.bike](mailto:deutschland@cobi.bike)

The designer and manufacturer of all hardware COBI.bike products is  
COBI.bike GmbH  
Solmsstraße 4  
60486 Frankfurt am Main

Germany  
Chamber of Commerce Reg. Nr. HRB 99454  
Hotline: +49 (0)6131 490 9029, E-Mail: [deutschland@cobi.bike](mailto:deutschland@cobi.bike)

### **3. APPLICABILITY**

- 3.1. *These General Terms and Conditions apply to every offer of Trader and every contract concluded between Trader and you.*

### **4. ORDERING AND CONTRACTING**

- 4.1. *When you visit the Site, place an order, or send e-mails to us, you are communicating with us electronically. For contractual purposes, you consent to receive communications electronically from us and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing. This condition does not affect your statutory rights related to electronic communications.*
- 4.2. *If you place an order on the Site, you must agree to these General Terms and conditions and you must be eighteen (18) years of age or older and have the legal right to use the payment means selected by you. Verification of information provided by you may be required prior to the confirmation or acceptance of an order or completion of any purchase. You will have an opportunity to review your order, and to correct any input errors, prior to submitting your order to us.*
- 4.3. Your order constitutes an offer to us to purchase a product and we will confirm receipt of your offer via the email address you provide to us. We reserve the right to accept or reject your offer in our discretion. Note that we only deliver products to your Spanish address. Your order is accepted by us when we send an email confirmation to you that we have shipped the product to you. We will inform you by email if a product you ordered is unavailable or if we will be unable to ship a product within the estimated delivery dates.
- 4.4. All relevant sales information shall form an integral part of the contract and shall not be altered unless we have expressly agreed otherwise.

### **5. RESCISSION**

- 5.1. Save where you do not have a right of rescission as per clause 5.7, you have a period of 14 days to rescind the contract, without giving any reason, and without incurring any costs other than those provided for in this clause 5. The rescission period will expire after 14 days from:
- a. in case of sales contracts for products, the day on which you or a third party other than the carrier and indicated by you acquires physical possession of the products, or:
    - i. in the case of multiple products ordered by you in one order and delivered separately: the day on which you or a third party other than the carrier and indicated by you acquires physical possession of the last product;

- ii. in the case of a contract relating to delivery of a product consisting of multiple lots or pieces: the day on which you or a third party other than the carrier and indicated by you acquires physical possession of the last lot or piece;
  - iii. in the case of a contract for regular delivery of products during a defined period of time: on the day on which you or a third party other than the carrier and indicated by you acquires physical possession of the first product.
- 5.2. To exercise the right of rescission, you must inform us of your decision to rescind this contract by an unequivocal statement (e.g. a letter sent by post or using contact details provided to you as per clause 2.1). You may use the attached model rescission form, but it is not obligatory. You may also electronically submit the model rescission form or any other unequivocal statement on our website using our Contact Page - <http://cobi.bike/support>, in which case we will communicate to you an acknowledgement of receipt of such a rescission on a durable medium without delay. For most efficient processing of your rescission we suggest that you first contact our call centre at <http://cobi.bike/support> for further detailed instructions. You shall have exercised your right of rescission within the rescission period if the communication concerning the exercise of the right of rescission is sent by you before that period has expired. The exercise of the right of rescission shall terminate the obligations of the parties: (a) to perform the contract; or (b) to conclude the contract, in cases where an offer was made by you. If you exercise your right of rescission, any ancillary contracts shall be automatically terminated.
- 5.3. If you rescind the contract, we shall reimburse to you all payments received from you, including, if applicable, the costs of delivery (with the exception of the supplementary costs if you have expressly opted for a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay / not later than 14 days from the day on which we are informed of your decision to rescind this contract in accordance with clause 5.2. 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 and provided you do not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the products back or until you have supplied evidence of having sent back the products, whichever is the earliest.
- 5.4. You shall send back the products to ModusLink B.V., merchant of record for COBI.bike, Smakterweg 100, 5804 AM, Venray, or hand them over to us, without undue delay and in any event not later than 14 days from the day on which you have communicated your decision to rescind the contract to us in accordance with clause 5.2. The deadline is met if you send back the products before the period of 14 days has expired. In consideration of risk of loss or damage of products as implied under clause 6.6, we recommend that you use a carrier that allows tracking and monitoring of delivery status for your returns. For most efficient processing of your return we suggest that you contact us at the telephone number indicated to obtain a return merchandise authorization (RMA) number prior to returning your product.
- 5.5. You shall only bear the direct cost of returning the products. You are only liable for any diminished value of the products resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the products.

- 5.6. In the following situations you do not have a right of rescission:
- a. the supply of products for which the price is dependent on fluctuations in the financial market which cannot be controlled by us and which may occur within the rescission period;
  - b. the supply of products made to your specifications or clearly personalized;
  - c. the supply of products which are liable to deteriorate or expire rapidly;
  - d. the supply of sealed products which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery;
  - e. the supply of products which are, after delivery, according to their nature, inseparably mixed with other items; and
  - f. the supply of sealed audio or sealed video recordings or sealed computer software which were unsealed after delivery.
- 5.7. The burden of proof of exercising the right of rescission in accordance with this clause shall be on you. Except as provided for in this clause 5, you shall not incur any liability as a consequence of the exercise of the right of rescission.

## **6. DELIVERY AND EXECUTION**

- 6.1. Unless we have agreed otherwise on the time of delivery, we shall deliver the products by transferring the physical possession or control of the products to you without undue delay, but not later than 30 days from the conclusion of the contract.
- 6.2. Where we have failed to fulfil our obligation to deliver the products at the time agreed upon with you or within the time limit set out in clause 6.1, you shall call upon us to make the delivery within an additional period of time appropriate to the circumstances. If we fail to deliver the products within that additional period of time, you shall be entitled to terminate the contract.  
The above shall not be applicable to sales contracts where we have refused to deliver the products or where delivery within the agreed delivery period is essential taking into account all the circumstances attending the conclusion of the contract or where you inform us, prior to the conclusion of the contract, that delivery by or on a specified date is essential. In those cases, if we fail to deliver the products at the time agreed upon with you or within the time limit set out in clause 6.1, you shall be entitled to rescind the contract immediately.
- 6.3. Upon rescission of the contract in accordance with clause 6.2, we shall, without undue delay, reimburse all sums paid under the contract.
- 6.4. In addition to the rescission of the contract in accordance with clause 6.2, you may have recourse to other remedies provided for by national law.
- 6.5. Orders are shipped on weekdays (Monday through Friday), except for applicable national or regional holidays in Germany and the Netherlands. If any products in your shopping cart indicate "Pre-Order" as the status, your entire order will be delayed until all of the items in your order are in stock. You will receive a shipment confirmation e-mail with carrier tracking information on the day that your order ships from our warehouse. When an order is placed, it will be shipped to the shipping address designated by you as long as that shipping address is complete and compliant with the shipping restrictions contained on the Site. All shipments are made by an independent third party carrier indicated on the Site. Shipping dates on the Site are estimates and are not binding. We

will inform you by email upon shipment of a product. In case of conflict between this clause 6.5 and another part of clause 6, that other part shall prevail.

- 6.6. Subject to clause 6.8, the title, risk of loss of or damage to the products shall pass to you when you or a third party indicated by you and other than the carrier has acquired the physical possession of the products.
- 6.7. *Our standard shipping charge is 4,90€ per parcel. Charges for expedited delivery, if applicable, are in addition to the standard shipping charge. Standard and expedited shipping charges will be displayed on the Site before you place your order.*
- 6.8. *Title to all products shall only pass to you when we have received final payment in full.*

## **7. PRICE AND PAYMENT**

- 7.1. The prices displayed on the Site are the total prices quoted in the applicable currency based on the location you have selected, inclusive of taxes, or where the nature of the products is such that the price cannot reasonably be calculated in advance, the Site shall display the manner in which the price is to be calculated, as well as, where applicable, all additional freight, delivery or postal charges and any other costs or, where those charges cannot reasonably be calculated in advance, the fact that such additional charges may be payable.
- 7.2. In the event of a pricing error on an item that you have ordered, we will notify you before accepting your order and await your approval of the corrected price before continuing to process and accepting your order.

## **8. WARRANTY**

- 8.1. *If you are a consumer:*

We warrant that for a period of two (2) years as from delivery of the product, the product will be in compliance with the description included in the Site, the contract, the manufacturer's specifications and warranty terms supplied with the product, the reasonable requirements of usability and/or reliability, the level of quality and performance that would be reasonable to expect for similar products, and the existing provisions of the applicable laws and / or governmental regulations on the date the contract was entered into.

If a product does not conform with the abovementioned requirements, you will be entitled to request us either a repair or a replacement product (at our option). If it is not possible for us to repair or replace the product, you will have the right to request a refund of the price paid.

This legal warranty will apply irrespectively of any commercial warranty granted by the manufacturer.

This warranty does not apply to products damaged by misuse, accident, or normal wear and tear. Because of possible user resealing error, this the products are not warranted against water housing leakage or any resulting damage.

In the event of a defect, please contact our Service team at:

Hotline: +49 (0)6131 490 9029, E-Mail: [deutschland@cobi.bike](mailto:deutschland@cobi.bike)

The warranties above are granted to you in addition to your statutory rights. In the event of a conflict the statutory rights control.

8.2. Apart from the legally required statutory warranty of 2 years, COBI.bike voluntarily gives during the 1st year an additional manufacturer guarantee on COBI.bike hardware products.

- The guarantee applies to material and manufacturing defects as long as such COBI.bike products were used in accordance with instructions in the COBI.bike user manual. COBI.bike reserves the right to repair, at no cost to the user, defects appearing within the one year (1 year) guarantee period, or, replace the COBI.bike product with a functional COBI.bike product of equivalent value.
- Any visible cosmetic signs of wear shall be excluded from the guarantee. Any guarantee claims in connection with improper use are likewise excluded. The duration of the guarantee and legally required statutory warranty commence with the date on the invoice. Any claims to a guarantee are voided if repairs or modifications to the product were performed by unauthorized persons or if non-original parts or non-COBI.bike components were used.
- If you would like to submit a guarantee claim application, please contact our Service Support via E-Mail or telephone. Please keep your invoice at hand and ready as it will be required by the Support Service team. In the event of a defect, please contact our Service team at:  
Hotline: +49 (0)6131 490 9029, E-Mail: [deutschland@cobi.bike](mailto:deutschland@cobi.bike)

8.3. This clause 8.3 does not apply if you are a consumer. Our sole obligation under the warranty at clause 8.1 will be at our option to repair or replace the product. ALL IMPLIED WARRANTIES OF QUALITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY AT CLAUSE 8.1. MODUSLINK B.V. DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS. TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL MODUSLINK B.V. BE LIABLE FOR ANY LOSS OF DATA, REVENUE OR PROFIT, OR FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES, LOSS OF BUSINESS AND REPUTATION, HOWEVER CAUSED, ARISING OUT OF OR RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF MODUSLINK B.V. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL MODUSLINK B.V. BE LIABLE FOR ANY LOSSES OR DAMAGE INCURRED BY ANY BUSINESS, TRADE, CRAFT OR PROFESSION CARRIED ON BY YOU OR ANY OTHER PERSON USING PRODUCTS PURCHASED UNDER THESE TERMS.

8.4. *Warranty returns are limited to each product's individual warranty as defined in clause 8.1. If you experience a problem with your COBI.bike product, we suggest you first contact our support team for assistance:*  
Hotline: +49 (0)6131 490 9029, E-Mail: [deutschland@cobi.bike](mailto:deutschland@cobi.bike)

8.5. The above warranty gives you specific legal rights. If you are a consumer, these rights do not affect your legal rights under applicable national legislation governing the sale of consumer products.

## **9. LIABILITY**

- 9.1. Trader's contractual and statutory liability for damages caused by slight negligence shall, irrespective of its legal ground, be limited as follows:
- a. Trader shall be liable up to the amount of the foreseeable damages typical for this type of contract due to a breach of material contractual obligations;
  - b. Trader shall not be liable due to a breach of any non-material contractual obligations nor for the slightly negligent breach of any other applicable duty of care.
- 9.2. None of the limitations of liability contained in this document shall apply to any mandatory statutory liability, in particular to liability under the German Product Liability Act (Produkthaftungsgesetz), and liability for culpably caused personal injuries. In addition, such limitations of liability shall not apply if and to the extent Trader has assumed a specific guarantee.
- 9.3. Sections 9.1 und 9.2 shall apply analogously to Trader's liability for reliance damages (vergebliche Aufwendungen).
- 9.4. You shall be obliged to take adequate measures to avert and reduce damages.

## **10. PERSONAL INFORMATION AND YOUR PRIVACY AND EXPORT CONTROL**

- 10.1. We comply with all data protection laws and will use data which could be used directly or indirectly to identify you personally ("Personal data") only as set out in the COBI.bike Privacy Policy – <https://cobi.bike/privacy-policy>.
- 10.2. *Please note that products are subject to E.U. export laws as well as the laws of the country where they are delivered or used. You agree to abide by these laws. Under these laws, product(s) may not be sold, leased, or transferred to restricted countries, restricted end-users, or for restricted end-uses.*

## **11. ASSIGNMENT**

- 11.1. The Contract formed under these General Terms and Conditions is personal to you and you are not permitted to assign or transfer it to any other person without the Trader's prior written consent. The Trader has the right to assign the contract in full or in part to any company or entity for business reasons provided this would not serve to reduce the guarantees for the consumer.

## **12. APPLICABLE LAW AND EXCLUSIVE JURISDICTION**

- 12.1. If you are a consumer: notwithstanding anything to the contrary in the Terms of Use, these General Terms and Conditions and your purchases are governed by the laws of Germany without regard to conflict of laws principles. The United Nations Convention on Contracts for the International Sale of Goods (CISG) shall not apply.
- 12.2. *If you are not a consumer: These General Terms and Conditions and your purchases are governed by Dutch laws, without regard to conflict of laws principles. The United Nations Convention on Contracts for the International Sale of Goods (CISG) shall not apply. Any dispute arising from or in connection with the Terms of Use, these General*

*Terms and Conditions and your purchases shall be submitted to the exclusive jurisdiction of the competent court in the Netherlands.*

- 12.3. *The rights you have under these General Terms and Conditions are in addition to and do not affect the statutory rights and remedies you have under applicable consumer protection law. In the event of conflict between these General Terms and Conditions and applicable consumer protection law, your statutory rights under applicable consumer protection law shall prevail.*

### **13. OTHER**

- 13.1. We comply with all laws related to environment and waste treatment.



## **ANNEX**

### **RESCISSION FORM**

Please complete and return this form only if you wish to rescind the contract

— To

ModusLink B.V.  
Wapenrustlaan 11-31  
7321 Apeldoorn  
The Netherlands

Hotline: +49 (0)6131 490 9029, E-Mail: deutschland@cobi.bike

— I/We (\*) hereby give notice that I/We (\*) rescind my/our (\*) contract of sale of the following products (\*),

— Ordered on (\*)/received on (\*):

— Order number (if available):

— Your name:

— Your address:

— Your signature (only if this form is notified on paper):

— Date:

(\*) Delete as appropriate.

!10