

General Terms and Conditions

watt24 GmbH · Zum Kleifeld 13 · 59469 Ense · Germany

Local Court (Amtsgericht) Arnsberg, HRB 11385 · Managing Director: Tim Warkentin · VAT ID: DE282605417

E-mail: info@watt24.com · Web: www.watt24.com

1. Scope of Application

1.1 These General Terms and Conditions apply to all contracts concluded between us, [watt24 GmbH](#) (hereinafter also referred to as the "Seller"), and consumers or entrepreneurs (hereinafter also referred to as the "Customer") for the delivery of the goods offered in the online shop and for the provision of other services offered. They apply regardless of whether the contract is concluded via the online shop, by e-mail, fax, telephone or any other means of communication. Conflicting terms and conditions of the Customer, or terms and conditions of the Customer that deviate from these General Terms and Conditions, shall not become part of the contract unless we expressly agree to their validity in text form. Individual agreements between the parties shall take precedence over these General Terms and Conditions.

1.2 Where these General Terms and Conditions contain deviating provisions for entrepreneurs, this is expressly indicated in the respective provision.

2. Registration as a User

2.1 Registration with our online shop is free of charge. There is no entitlement to admission or to the creation of a user account. Only persons with unrestricted legal capacity are eligible to register. The data required for registration must be provided completely and truthfully. Any changes to the stored data must be updated without undue delay. We are entitled to verify the identity of the user.

2.2 When registering, the user selects a personal user name and a password. The user name must not infringe the rights of third parties, statutory provisions or public morals. The user must keep the password secret and protect it against access by third parties. If there are indications of unauthorised use of the user account, the user is obliged to inform us without undue delay.

2.3 The user is obliged to keep their personal details up to date at all times. Changes can be made after logging in under "[My Account](#)".

2.4 The user may delete their user account at any time via the "My Account" section provided for this purpose. We are entitled to temporarily block or delete user accounts in the event of incorrect information, misuse or violations of statutory provisions or these General Terms and Conditions. Claims that have already arisen and statutory retention obligations remain unaffected.

3. Data Protection

Personal data is processed in accordance with the applicable data protection regulations. Details on the processing of personal data, the purposes and legal bases of the processing and the rights of the data subjects can be found in our [privacy policy](#).

4. Conclusion of Contract

4.1 The presentation and advertising of goods and services in the Seller's online shop does not constitute a binding offer to conclude a contract, but an invitation to the Customer to submit a binding offer.

4.2 The Customer can submit the offer via the online order form integrated into the Seller's online shop. By clicking the button "zahlungspflichtig bestellen" (order with obligation to pay) that concludes the ordering process, the Customer submits a binding offer to conclude a contract for the goods and services contained in the shopping basket.

4.3 The Seller may accept the Customer's offer within five days by sending an order confirmation or by delivering the ordered goods. In the case of acceptance by order confirmation, receipt of the order confirmation by the Customer is decisive. In the case of acceptance by delivery, receipt of the goods by the Customer is decisive. The automatically sent confirmation of receipt of the order does not constitute

acceptance of the offer unless it expressly declares acceptance at the same time. If the Seller does not accept the offer within the aforementioned period, it shall be deemed rejected.

4.4 The contract may be concluded in German or English.

4.5 The Customer may also place an order by fax, e-mail, telephone or other means of communication. In this case, the Seller submits a binding offer to the Customer, which the Customer can accept within ten calendar days. The contract is concluded upon receipt of the Customer's declaration of acceptance by the Seller. In all other respects, these General Terms and Conditions also apply to this method of ordering.

5. Storage of the Contract Text

When an offer is submitted via the Seller's online order form, the contract text is stored by the Seller and sent to the Customer in text form (e.g. e-mail, fax or letter) together with these General Terms and Conditions after the order has been submitted. In addition, the contract text is archived on the Seller's website and can be accessed by the Customer free of charge via their password-protected customer account using the corresponding login details, provided that the Customer created a customer account in the Seller's online shop before submitting the order.

6. Retention of Title

6.1 The delivered goods remain the property of the Seller until the purchase price has been paid in full.

6.2 The following additionally applies to entrepreneurs: The Customer is entitled to resell the goods subject to retention of title in the ordinary course of business. The Customer hereby assigns to the Seller in advance all claims against third parties arising from the resale of the goods subject to retention of title, in the amount of the respective invoice value of the goods subject to retention of title including VAT. The Seller accepts this assignment. The Customer remains authorised to collect the assigned claims. The Seller's authority to collect the claims itself remains unaffected; however, the Seller will not make use of this authority as long as the Customer duly meets its payment obligations.

6.3 If the realisable value of the securities granted to the Seller exceeds the claims to be secured by more than 20%, the Seller shall release securities of its choice at the Customer's request.

7. Right of Withdrawal

Consumers have a right of withdrawal under the statutory conditions. Details can be found in the [cancellation policy](#).

8. Prices and Terms of Payment

8.1 All prices stated in the Seller's online shop include the applicable statutory VAT. The [shipping costs](#) are stated to the Customer in the online shop and in the order form.

8.2 The Customer can choose between the payment methods PayPal, credit card, Klarna, Sofortüberweisung (instant bank transfer), direct debit and purchase on account. The payment methods available in each case are displayed to the Customer during the ordering process. The Seller reserves the right to offer individual payment methods only under certain conditions or not to make individual payment methods available for certain orders. The availability of purchase on account may depend in particular on a credit check and on the conditions communicated during the ordering process.

8.3 The purchase price is due for payment immediately upon conclusion of the contract.

9. Terms of Delivery

9.1 Unless a different delivery time is stated in the respective offer, the Seller will dispatch the goods within two working days of receipt of payment, or, for the payment method purchase on account, within two days of conclusion of the contract.

9.2 The goods are delivered by shipment to the delivery address specified by the Customer during the ordering process, unless otherwise agreed.

9.3 If the Customer is in default of acceptance, the Customer must reimburse the Seller for the additional expenses actually incurred and required as a result of the unsuccessful offer of the goods as well as their return and any necessary storage.

9.4 Collection by the Customer is possible by prior arrangement. The Seller will notify the Customer as soon as the goods are ready for collection. The goods must be collected within the period stated in the notification.

10. Liability for Defects and Limitation of Liability

10.1 Liability for defects is governed by the statutory provisions. The following additionally applies to entrepreneurs: Liability for defects is excluded for used goods. For new goods, the Customer's claims for material defects and defects of title become time-barred 12 months after delivery of the goods.

10.2 We are liable for intent and gross negligence. We are also liable for the negligent breach of obligations whose fulfilment is essential for the proper performance of the contract, whose breach jeopardises the achievement of the purpose of the contract and on whose observance the Customer regularly relies. In the latter case, however, we are only liable for foreseeable damage typical of the contract. We are not liable for the slightly negligent breach of obligations other than those stated in the preceding sentences.

10.3 The above exclusions of liability do not apply in the event of injury to life, body or health. Liability under the German Product Liability Act (Produkthaftungsgesetz) remains unaffected.

11. Applicable Law and Place of Jurisdiction

11.1 The law of the Federal Republic of Germany applies, excluding the UN Convention on Contracts for the International Sale of Goods. With respect to consumers, this choice of law applies only insofar as it does not deprive the consumer of the protection granted by the mandatory provisions of the law of the state in which the consumer has their habitual residence.

11.2 If the Customer is a merchant, a legal entity under public law or a special fund under public law, the Seller's registered office in Ense shall be the place of jurisdiction for all disputes arising from or in connection with the contractual relationship.

12. Information on Dispute Resolution

We are neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board.

13. Promotional Vouchers

The following conditions apply to vouchers and discount codes issued free of charge as part of promotions. The Seller does not sell vouchers or gift cards.

- Vouchers can only be redeemed for online orders at www.watt24.com until the end of the promotional period.
- Vouchers are only valid for products from the specified promotional ranges.
- Vouchers can only be redeemed before the ordering process is completed. Subsequent offsetting is not possible.
- Only one voucher can be redeemed per order.
- Vouchers cannot be combined with other promotions or discounts.
- The value of the goods must be at least equal to the value of the voucher. Any remaining balance will not be refunded.
- Voucher credit is neither paid out in cash nor does it bear interest.
- Vouchers will not be refunded if the Customer returns goods paid for in full or in part with the voucher in the exercise of the statutory right of withdrawal.

- Vouchers are transferable. The Seller may make payment with discharging effect to the respective holder. This does not apply if the Seller has knowledge or grossly negligent lack of knowledge of the respective holder's lack of entitlement, legal incapacity or lack of authority to represent.

As of: October 2026