

## General Terms and Conditions (GTC) for international online purchases

### 1. Scope

These General Terms and Conditions (GTC) apply to all orders placed by customers via the website [www.gab-global.com](http://www.gab-global.com).

Customers may be consumers or entrepreneurs. Deviating terms and conditions of the customer shall not be recognized unless GAB Europe GmbH expressly agrees to them in writing.

### 2. Contractual partner and contact details

The purchase contract is concluded with:

GAB Europe GmbH

Emil-Pahl-Weg 5b

Email: [info@gab-global.com](mailto:info@gab-global.com)

Mobile: +49(0)162 2515883

HRG No.: HRB 268236 Munich Local Court

### 3. Conclusion of contract

- The presentation of products on the website does not constitute a binding offer, but rather a non-binding invitation to place an order.
- By completing the order process (e.g., by clicking on the "Buy now" button), the customer submits a binding offer.
- The contract is concluded as soon as the seller accepts the order by means of an electronic confirmation.

### 4. Prices and currency

- All prices are quoted in [currency, e.g., Euro or USD] and include statutory value-added tax, unless otherwise stated.
- For deliveries to non-EU countries, additional costs such as customs duties, taxes, or fees may apply, which are to be borne by the customer.

### 5. Shipping and delivery

- Shipping is available worldwide, unless restrictions are specified in the product description.
- Access to purchased IT solutions is granted immediately after payment of the price.
- For online courses, an invitation to the online training will be sent after payment of the price.
- Delivery times and shipping costs vary depending on the destination country and are displayed during the ordering process.
- The seller accepts no responsibility for delays caused by customs authorities or force majeure.

### 6. Terms of payment

The following payment methods are available:

- Credit card (Visa, Mastercard, etc.)
- PayPal
- Bank transfer (prepayment)

The payment method will be charged immediately upon conclusion of the contract.

## 7. Retention of title

The goods remain the property of the seller until full payment has been received.

## 8. Right of withdrawal and return

- Customers from the European Union have a statutory right of withdrawal of 14 days, unless there is an exception (e.g., personalized goods, digital downloads).
- For customers outside the EU, the return and cancellation regulations of the respective country apply, insofar as mandatory consumer law applies.
- Details are provided in the **cancellation policy**.

## 9. Warranty and liability

- The statutory warranty rights of the seller's country of residence apply, unless mandatory consumer protection laws of another country conflict with this.
- The seller's liability is limited to intent and gross negligence, except for damage to life, limb, or health.

## 10. Data protection

Personal data is processed in accordance with the applicable data protection laws (e.g., GDPR for EU customers). Further information can be found in the **privacy policy**.

## 11. Customs and import regulations

The customer is responsible for complying with the import and customs regulations of the respective destination country. All additional fees, duties, or taxes shall be borne by the customer.

## 12. Dispute resolution

- The EU Commission provides a platform for online dispute resolution (ODR platform): <https://ec.europa.eu/consumers/odr>.
- The seller is not obliged to participate in a conciliation procedure but may do so voluntarily.

## 13. Applicable law and place of jurisdiction

- The law of the country in which the seller is based applies, unless mandatory consumer protection regulations in the customer's country of residence conflict with this.
- For entrepreneurs, the place of jurisdiction is the seller's place of business.

## 14. Final provisions

Should any provision of these General Terms and Conditions be invalid, the validity of the remaining provisions remain unaffected.