



Contract information for consumers

Pursuant to § 312d of the German Civil Code (BGB), we are obliged to provide you with the following information for contracts concluded outside business premises and distance contracts. Unless we have expressly agreed otherwise with you, this information becomes part of the contract.

1. Essential characteristics of the goods

The essential characteristics of the goods and deliveries result from our offer or the order confirmation sent to you. The general terms and conditions of delivery valid at the time of conclusion of the contract shall apply.

2. Contracting party

SOBEK Drives GmbH
At the Oberfeld 9
72108 Rottenburg
Phone: +49 7457 9435 10
Fax: +49 7457 9435 90
E-Mail: info@sobek-drives.de

Management:

Dr. Olaf Hahn
Commercial register: HRB 390410
Register court: Local court Stuttgart

3. Complaints

In case of complaints please contact:

SOBEK Drives GmbH
At the Oberfeld 9
72108 Rottenburg
Phone: +49 7457 9435 10
Fax: +49 7457 9435 90
E-Mail: info@sobek-drives.de

4. Total price of the goods

The total price of the goods and deliveries including all taxes and duties as well as, if applicable, the way of price calculation result from the offer or the order confirmation sent to you.

5. Freight, delivery or shipping costs

Freight, delivery or shipping costs may be incurred for the delivery of our goods. The respective amount results from our offer or our order confirmation.

6. Use of remote means of communication

There are no additional costs for the use of remote means of communication, unless they are explicitly mentioned at the conclusion of the contract.

7. Terms of payment and delivery

The terms of delivery result from our offer or our order confirmation. If no delivery period is stated by us at the time of acceptance of the order, the delivery period shall be 30 days from the date of conclusion of the contract in accordance with Section 475 (1) sentence 2 of the German Civil Code (BGB).

8 Liability for defects

Our goods and deliveries are subject to statutory liability for defects according to §§ 434 ff. BGB and §§ 634 ff. BGB. Deviations, as far as they are legally permissible, result from our general terms of delivery (§ 7).

9. Customer service/repairs

Products for repair can be sent via the dealer or directly to us. When sending, please enclose the completed and signed service form available on our website and remove the motor pinion if necessary.

If you are sending us products from a third country (non-EU/EFTA), it is mandatory that you include an invoice/proforma invoice with the shipment. Otherwise, the shipment cannot be processed by customs and will be returned to you.

Before we perform the repair, we will provide you with a quote for the costs involved.

For shipments that are to be processed under warranty, it is mandatory that you provide proof of purchase.

Please note that we have discontinued support for motors of the KORA, KORATOP, KBM, Fun and BL series. Also the support for the controllers: JAZZ, PowerJAZZ, 3SL, Smile, SUN PLUS, BEAT, CYBER-Line, Star-Line. For the controllers JIVE, HeliJIVE and PowerJIVE the service possibilities are limited.

10 Term / Termination

The term of the contract results from our offer or our order confirmation. The General Terms of Delivery valid at the time of the conclusion of the contract, there § 8, shall apply to the termination.

11 Minimum duration of the contract

The term of the contract, as well as a minimum term, if any, is specified in our offer or our order confirmation.

12. securities

Any financial securities to be provided as well as their conditions shall be set out in our offer or our order confirmation.