

INFORMATION ON THE ORDER PROCEDURE at www.hobby-eberhardt.de

In this description we explain how you can order goods from Hobby-Eberhardt online, how a purchase contract is concluded and how you can change your entries during the ordering process:

Product selection

At Hobby-Eberhardt online you can select goods to order by clicking on the yellow "add to shopping cart" button for the respective product. To view the shopping cart or to start the ordering process, simply click on the "Shopping Cart" link at the top right of the page. You will receive information about the shipping costs for each item by clicking on "zzgl. Versandkosten (Info)" .

Shopping cart

In the shopping cart, the selected products, prices and desired quantities are displayed. The shipping costs depend on the amount of your purchase and are explained in the shopping cart under "Shipping or pickup". You can decide later in the ordering process whether you want to pick up the goods yourself in our shop and thus save the shipping costs. You can change the desired quantity of each item by clicking on the box next to the quantity information and then make the desired change. Please then click on the "tick" next to the quantity information to confirm the change. To remove an item from the shopping cart, please click on the small trash can to the right of the quantity information. If an article is not available in the desired quantity, this will also be displayed here.

Order procedure

To start the ordering process, you can open your customer account in the following section, or create a customer account.

Of course you can also order without registration as a guest.

If you order as a "Gast / guest", you will be asked in the next step to enter the billing address (a different delivery address is always possible). If you order as a registered customer, the delivery and billing address stored in the customer account will be used. However, you have the possibility to make changes.

Afterwards, you can send us an additional message for your order under

" Bemerkungen zur Bestellung ".

Once you have made all entries or changes, please click on the yellow highlighted field "Bestätigen".

Now you can choose the shipping by DHL or self-collection (directly in our shop) by clicking on the respective symbol.

If you select "Delivery by DHL" the shipping costs will automatically be added to the invoice amount.

Please select your preferred payment method now.

You can choose between Paypal, advance payment by bank transfer or Klarna Sofort

(by clicking on the respective field).

Paypal : Please click now on the yellow highlighted field "Weiter zu paypal".

You will be redirected to PayPal to authorize the payment. On the PayPal page you have the possibility to specify details of the payment. You will then be redirected back to the online shop where you can check and complete your entire order again - even a complete cancellation of the order is still possible here. The payment itself will only be made after your confirmation on the following page by clicking on the yellow highlighted field "Zahlungspflichtig bestellen".

Now please click on " Weiter zum Abschluss Ihrer Bestellung ".

In the next step, all data relevant for the order will be displayed again on an overview page. In addition, you have the opportunity to view the General Terms and Conditions, our Privacy Policy and the cancellation policy. Please confirm your agreement to the individual points by clicking on the boxes displayed.

Please read all the information carefully once again and check whether it is correct. If you find an error or want to change any information, please use the yellow highlighted "ZURück" field at the top of this page.

You can cancel the order process at any time by closing the browser window or simply by calling up another Internet page.

Sending the order and conclusion of the contract

If all the details are correct, please complete the order by clicking on the yellow highlighted field " Zahlungspflichtig bestellen ". By clicking on this field the order data will be transferred to us and if necessary your paypal payment will be initiated.

You are thereby making a binding offer to conclude a purchase contract for the goods. The receipt of the order is confirmed by sending you a confirmation of receipt by e-mail. This confirmation of receipt does not represent an acceptance of the offer.

After the goods have been shipped by DHL, you will receive an email with the corresponding tracking code of your shipment

If you have any questions or suggestions for improvement, please do not hesitate to contact us

info@hobby-eberhardt.de

Have fun with your purchase !

Your HOBBY-EBERHARDT Team

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