

Terms of service

1. Scope

The following terms of service apply to all orders placed through our online shop. Our online shop is exclusively directed to consumers.

A consumer is any natural person who enters into a legal transaction for purposes that cannot be mainly attributed to their commercial or independent professional activity. An entrepreneur is a natural or legal person or a legally capable partnership that acts when entering into a legal transaction in the course of their commercial or independent professional activity.

2. Contractual partner, conclusion of contract, correction options.

The purchase agreement is concluded with Robo Fox..

The presentation of products in the online shop does not represent a legally binding offer, but an non-binding online catalog. You can first place the products in the shopping cart without obligation and correct your entries before submitting your binding order at any time by using the correction aids provided for this purpose and explained in the ordering process. By clicking the purchase button, you submit a binding order for the goods contained in the shopping cart.

Confirmation of receipt of your order will be sent by email immediately after submitting the order. The time when the contract with us comes into effect depends on the payment method you have chosen.

Credit Card

Upon placing the order, you provide your credit card information. After verifying your identity as the rightful card holder, the payment transaction will be carried out automatically and your card will be charged.

Paypal: When paying with PayPal, you will be redirected to the provider PayPal. In order to pay for the subscriptions via PayPal.

You must authenticate with PayPal and confirm the payment instruction to us. Upon confirmation of the order, PayPal will immediately carry out the payment transaction to us.

3. Contract language, contract text storage

The language available for contract conclusion is English.

We store the contract text and send you the order details and our terms of service in text form. The contract text is no longer accessible on the internet for security reasons..

4. Subscription period:

The service is only available with a paid subscription.

Depending on the type of subscriber plan you select when purchasing the subscription, recurring and regular bills will be charged in advance.

Your subscription will renew automatically at the end of the period, unless you or the company

have terminated your subscription.

5. Cancellation:

You can cancel your subscription through your account settings or by contacting the company. You will have access to our service until the end of the current subscription period. You will not receive a refund for the fees already paid for your current subscription period.

6. Delivery conditions:

The delivery is made via email.

7. Payment

Available Payment Methods in Our Shop:

8. Retention of Title

The goods remain our property until full payment is made.

9. Transport Damages

If goods are delivered with obvious transport damages, please report such errors to the delivery person as soon as possible and please contact us immediately. The failure to make a claim or contact us does not have any consequences for your legal claims and their enforcement, in particular your warranty rights. However, it helps us to assert our own claims against the freight forwarder or the transport insurance.

Unless otherwise agreed, the statutory liability for defects applies. In case of used goods, if the defect occurs after one year from the delivery of the goods, the claims for defects are excluded. Defects that occur within one year from the delivery of the goods can be claimed within the statutory statute of limitations of two years from the delivery of the goods.

The above restrictions and shortening of deadlines do not apply to claims for damages caused by us, our legal representatives or agents • in case of injury to life, body or health.

- In case of intentional or grossly negligent breach of duty, as well as fraud
- In case of breach of essential contract obligations, whose fulfillment enables the proper performance of the contract in the first place and which the contract partner may regularly rely on (cardinal obligations)
- Within the scope of a warranty promise, if agreed or
- As far as the scope of the product liability law is opened. Information about any applicable additional guarantees and their precise conditions can be found with the product and on special information pages in the online shop.

11. Liability

For claims due to damages caused by us, our legal representatives or agents, we are always fully liable

- for injury to life, body or health

- for intentional or grossly negligent breach of duty
- for warranty promises, if agreed upon, or
- if the scope of the product liability law is opened.

For damages caused by us, our legal representatives, or agents through breach of essential contractual obligations, the fulfillment of which is necessary for the proper execution of the contract and the observance of which the contracting parties may regularly rely on (cardinal obligations), due to simple negligence, liability is limited in amount to the foreseeable damage that can typically be expected at the time of contract formation. Otherwise, claims for damages are excluded.

12. Code of Conduct

The following codes of conduct have we subjected ourselves to:

– Discord-Rules

13. Dispute resolution

The European Commission provides an online dispute resolution platform that you can find [here](#). We are not obliged and not willing to participate in a dispute resolution procedure before a consumer arbitration board.

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