



REFUND & EXCHANGE

Consumer information for orders relating to the purchase of goods from Marc Zenglein (Distinguished Guitars)

Dear Customer, With regard to ordering goods via the Distinguished Guitars website (Marc Zenglein), which can neither be attributed to your business nor self-employed activity, we point out the following:

1. German is the only language available for placing orders via the Distinguished Guitars website.
2. The essential features, textures and other characteristics of the goods offered by Marc Zenglein (Distinguished Guitars) can be found in the product descriptions included on the Distinguished Guitars website.
3. The display of Marc Zenglein's goods on the Distinguished Guitars website is solely for informational purposes and does not constitute a binding offer for the supply of goods by Marc Zenglein (Distinguished Guitars). Binding contracts for the supply of products to you from Marc Zenglein (Distinguished Guitars) shall only be concluded on the basis of orders placed by email via the order form on the Distinguished Guitars website and subsequent receipt of an order confirmation from Distinguished Guitars. Orders are confirmed via an email from Marc Zenglein (Distinguished Guitars) to the address specified by you upon registration.
4. Before the final stage of submitting your order via the Distinguished Guitars website, you have an opportunity to check the order and correct any errors on the order form via the edit or delete functions.
5. The prices displayed on the Distinguished Guitars website for goods are final prices, including VAT and additional delivery costs.
6. The purchase price for goods delivered by Marc Zenglein (Distinguished Guitars) is due immediately with the acceptance of the order by Marc Zenglein. Payment can be made either via Paypal, bank transfer or cash, as you prefer. Our bank details: Marc Zenglein (Distinguished Guitars), Rheingauer Volksbank eG, IBAN DE 71 5109 1500 0001 5015 85, BIC GENODE51RGG.
7. You have the right to cancel your order under the following conditions: You can cancel your order within 14 days without giving any reason by notifying Marc Zenglein (Distinguished Guitars) with a clear statement of your desire to cancel the order via letter, fax or email.

The period begins with receipt of this notification. To comply with the deadline, it is sufficient that the customer sends off the cancellation notice or returns the goods within the specified time.

The notice of cancellation must be sent to Marc Zenglein (Distinguished Guitars), Karl StraÙe 16, 65185 Wiesbaden, Germany. In case of a valid cancellation, the payments or goods received by both parties must be returned and, where applicable, any profit derived therefrom (e.g. interest) surrendered. You are obliged to return the goods received from Marc Zenglein (Distinguished Guitars) no later than 14 days after receipt of your notification of cancellation by Marc Zenglein. To comply with the deadline, you must dispatch the goods before the expiry of the 14-day period to the return address for Marc Zenglein (Distinguished Guitars) listed above. The costs and risks of return shall be borne by you. In return, Marc Zenglein (Distinguished Guitars) is obliged to refund all payments he has received from you for the delivery of goods, without deducting any fees or applying charges to you. The deadline for refund is 14 days from the receipt of your cancellation notification by Marc Zenglein (Distinguished Guitars) and receipt of the returned goods from you, or from the presentation of proof by you that you have returned the goods to Marc Zenglein (Distinguished Guitars).

If you are unable to return the goods received in whole, or only able to do so in part, or only in an inferior condition, you are obliged to pay Marc Zenglein (Distinguished Guitars) appropriate compensation to cover the replacement value for the loss or damage incurred. This shall not apply if the impairment is solely due to testing the item - as you would do at our shop. Incidentally, you can avoid this compensation obligation by not treating the merchandise as being fully owned and refrain from any actions which may have a detrimental effect on its value. If you have any questions about your right to cancel or our products, please contact our customer service on +49 172 6653723 or send us an email to the following address: hello@distinguished-guitars.com

The right to cancel an order is independent of your warranty rights if the goods are defective. If a defect is identified which is covered by warranty, you are entitled under the statutory regulations to demand to either have the defect remedied, cancel the order or a reduction in the purchase price.

8. Customers are responsible for all shipping costs (to & from) on any returned items.
9. Please notify that we don't accept returns on trade deals. All trades are final.
10. For additional information, please refer to our general terms and conditions. Marc Zenglein (Distinguished Guitars), KarlstraÙe 16 in 65185 Wiesbaden, Germany, VAT No.: DE 301618737

RETURN WITH THE ONLINE PARCEL LABEL

1. Please complete the following refund and exchange form.
2. Pack the goods in the box(es) or bag provided together with the cancellation form and the refund and exchange form.
3. At www.distinguished-guitars.de you can directly fill in the parcel label, print it out at home, and stick it on the parcel.
4. Please return your parcel to:
distinguished guitars – Marc Zenglein
KarlstraÙe 16 · D-65185 Wiesbaden · Germany



Please fill in this form and return it with the parcel.

REFUND & EXCHANGE FORM

Name of the customer Order number:
First and last name Enter number

Article number Product description Size Refund Exchange Exchange size Reason code

- 1 .. too big
- 2 .. too small
- 3 .. fit/style doesn't suit
- 4 .. the quality
- 5 .. not what I expected
- 6 .. wrong item
- 7 .. other reason (please specify)