

§ 1 Scope

(1) The present General Terms and Conditions are valid for every contract between the puzzle & play GmbH, Auf der Haide 2, 92665 Altenstadt/Germany (in the following referred to as puzzle & play), and the Customer (in the following referred to as Customer) as well as their legal successors. puzzle & play effects services, performances and deliveries exclusively on the basis of these General Terms and Conditions.

(2) The purchase contract is made with puzzle & play. Further information about puzzle & play can be found at the company-information page. Our customer support can be reached by calling: 0044 203 695 4914 or by sending an e-mail to service@photopuzzle.ie

(3) Regulations which deviate from these General Terms and Conditions, in particular terms and conditions defined by the Customer, are only valid when explicitly agreed on by both parties and stipulated in writing. Additional agreements made by word of mouth by employees of puzzle & play are effective only when confirmed by puzzle & play in written form.

(4) The present General Terms and Conditions shall apply also for any future commercial deals without once more having to be explicitly defined. Orders placed by word of mouth, by telephone or digital transfer are only accepted if in accordance with these General Terms and Conditions.

(5) We recommend saving and/or printing all transaction data as well as these General Terms and Conditions when ordering.

§ 2 Conclusion of Contract and Order Confirmation

(1) Via their website, puzzle & play provides the opportunity for their customers to have a photo puzzle based on their own image files printed and delivered, as well as to purchase accessories.

(2) The presentation of their offers, in particular in prospectuses, advertisements and the internet is no binding offer from puzzle & play. By clicking the button "Buy now" you place a binding order for all the goods being placed into the shopping cart. The confirmation of receipt of your order takes place directly by sending automated e-mail. The contract shall come into force with the sending of the confirmation by e-mail to the e-mail address given by the customer. If the customer has chosen payment by credit card, the contract comes into force at the moment the customer`s credit card is charged (directly after the order has been submitted), if the customer has chosen payment by PayPal, the contract comes into force at the moment of confirmation by PayPal.

(3) puzzle & play reserves the right to reject orders of a customer in particular cases if while processing the order impinging upon the rights of any third parties, violating laws or if the puzzle & play`s exigencies are not met by the Customer. In this case, puzzle & play shall inform the Customer about the order rejection via email.

(4) puzzle & play only accepts orders from and delivery addresses within the Republic of Ireland.

(5) The contract text is not stored by puzzle & play.

§ 3 Right of withdrawal, withdrawal conditions, effects of

withdrawal, exceptions to the withdrawal right, model withdrawal form.

Note regarding the right of withdrawal

The right of cancellation does not apply on distance contracts for the production and supply of goods that have not been produced already and have to be manufactured according to customer specifications or clearly tailored to personal needs, such as photo puzzles and photo games.

The right of withdrawal only applies for consumers**

Withdrawal conditions

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason. The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right of withdrawal, you must inform us, puzzle & play GmbH, Auf der Haide 2, 92665 Altenstadt a. d. Waldnaab, Germany, Phone: 0044 203 695 4914, E-Mail: service@photopuzzle.ie of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

You can download the withdrawal form (PDF) [here](#).

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.