

Terms and Conditions

1. Conclusion of a contract

The purchase contract is concluded upon acceptance of your order by TRIGEMA and shipping of the goods, or notification of dispatch. All contracts between customers and TRIGEMA are made in German or English and are subject to German law.

2. Delivery

All orders will be delivered straight to your door by DPD or DHL or FedEx. We reserve the right to restrict deliveries to normal end-consumer quantities. Most deliveries are made within five working days. If dispatch is delayed, we will contact you as soon as we become aware of this.

3. Damages in transit

Please inspect the goods upon receipt to ensure that your delivery is complete and that no goods are defective. If you detect any damage to the packaging, please notify the carrier company immediately and do not accept the delivery. If the packaging shows no damage but the goods are defective, please also notify the carrier company as soon as possible. In both cases, please also contact us (phone: +49 (0) 7475/88-0). If you assign your claim against the carrier company to us, we will make a full refund for the damaged items.

4. Guarantee

The statute of limitation for claims of defects is two years from the date of delivery or receipt of the goods by the buyer.

5. Compensation delivery and product description

Should the goods ordered by you not be available for shipping, we will notify you immediately and refund your payment for these goods. The content of our website has been carefully checked. The colours of depicted items might vary slightly from those of the actual product.

6. Revocation

6.a Right of revocation

You can rescind your contractual declaration in writing (e.g. by letter, fax or email) or by phone within 14 days without the need to give any reasons.

The period commences from the day that you or a third party other than the carrier and indicated by the consumer acquires the goods ordered.

Address for revocation:

TRIGEMA Inh. W. Grupp e.K.
Josef-Mayer-Str. 31-35
72393 Burladingen
Germany

Tel. [+49 \(0\) 7475/88 - 0](tel:+49(0)7475/88-0)

Fax. 07475/88-228

E-Mail: bestellservice@trigema.de

You may revoke your order with a clear explanation (via letter by post, telefax, e-mail). You may use the following revocation form:

[Download as PDF](#)

Timely dispatch of revocation shall suffice to meet the revocation deadline.

6b. Consequences of revocation

In the event that you withdraw from your contract, we are obliged to refund all of your payments** promptly and latest within fourteen days, starting from the day that we have received your revocation.

Exception: We will charge for postage within Germany, if your order amounted to a value of 100.00 € or more but you have only kept items to a total of less than 100.00 €.

For this refund we will use the same payment method that you have used to pay for your order, the only exception being, that we have expressly agreed otherwise. We will not charge you for any extra costs that may arise regarding this refund.

You have to return your order promptly and latest within fourteen days, starting from the day that you have informed us about your revocation, to the following address:

TRIGEMA Inh. W. Grupp e.K.
Josef-Mayer-Str. 31-35
72393 Burladingen
Germany

Outside Germany: Customers will have to pay for the cost of returns.

You will be liable for a diminished value of the goods, if they show clear signs of wearing.

The right of revocation does not apply for goods that have been produced according to individual customer specifications (e.g. individual embroidery).

End of the information about rights of revocation.

7. Validity of prices

The prices quoted on our website are end-consumer prices. These prices include the applicable VAT and are valid until further notice. We shall not be liable for correctness of the published prices but endeavor of course to quote only correct prices.

8. Delivery costs

8a. Within the EU

Germany: 5,00 € (DPD) / 5,50 € (DHL)

For COD payment, an additional charge of 5.00 € applies.

Austria: 7,00 € (DPD)

Free delivery within the EU: provided that you purchase and keep items of a value of min. 100,00 €.

We charge a handling fee of 2.50 € if we are requested to send a voucher by post.

Returning goods within Germany: you can return goods within 14 days of receiving them and use the postage label enclosed with your delivery for the return. If the value of the order kept is € 100.00 or more, no extra postage charges will apply for returns within Germany. Please note that we only accept prepaid packages.

Returning goods from outside Germany: you can return goods within 14 days of receiving them. The customer pays for return shipment. Please note that we only accept stamped packages.

8b. Outside the EU

Switzerland: 17.00 € (DHL), this includes additional service fees.

Plus customs clearance. The value depends on the value of the items purchased. You will receive a bill from customs.

Non-EU-Country: custom and excise duties will apply.

The customer pays for all shipping costs. Please note that in the case of returns, we only accept stamped packages.

8c. Special Delivery Option

1. DPD Express

In addition to our standard delivery options (DPD and DHL), we offer DPD Express as a special service for deliveries within Germany. Please note the delivery times and shipping costs below:

Order	Delivery	Cost
Monday by 14:00 h	Tuesday by 12:00 h	13,00€
Tuesday by 14:00 h	Wednesday by 12:00 h	13,00€
Wednesday by 14:00 h	Thursday by 12:00 h	13,00€
Thursday by 14:00 h	Friday by 12:00 h	13,00€
Friday by 14:00 h	Saturday by 12:00 h	31,00€

Exceptions

Order	Delivery	Cost
Bank holiday** / weekend	The second following working day by 12:00 h	13,00€
Day before a bank holiday**	Next working day by 12:00 h	13,00€

*Based on the bank holidays applicable in the German federal state of Baden-Württemberg.

Unfortunately parcel services do not carry out deliveries on bank holidays. In this case you can expect your delivery on the following weekday. If you order on a weekend or bank holiday, you can expect your delivery to arrive on the second following working day.

Express orders cannot be delivered to a DHL Packstation.

It is not possible to use the following payment options in combination with express delivery: Prepayment, Cash on Delivery, Direct Debit.

For security reasons and to preclude credit card misuse, we will only dispatch orders once we have received positive feedback from the respective financial institution. Therefore, it can seldom be the case, that the delivery time is prolonged by one day. In this case, we would then of course only charge you the respective standard delivery price.

9. Ordering a Catalog

You can request a catalog free of charge, if you place an order in our Online-Shop. However, please note, that if you return your entire order, but keep this catalogue, you will be charged a fee of 4.00 €.

10. Administrative Cost Agreement

If the value of the order kept is € 100.00 or more, no extra postage charges will apply for returns within Germany.

11. Payment

The goods can be paid for by COD, Amazon Payments, cash in advance, direct debit, Sofortüberweisung, paydirekt, PayPal or credit card (American Express, Visa, Master Card).

We do not accept cash discount deductions.

The payment option "Direct Debit" requires a positive credit rating. For this purpose, your address and solvency data will be submitted according to legal regulations to: Creditreform Boniversum GmbH, Hellersbergstraße 11, 41460 Neuss, e-Mail: datenschutz@boniversum.de.

The buyer will inform his bank, that in case of default or revocation of the direct debit, the bank is required to disclose the buyer's account and contact details with TRIGEMA Inh. W. Grupp e.K. Incurred expenses (incl. collection costs, default interest, expenses and handling costs) due to the revocation of payment or due to insufficient funds on the account will be charged to the customer. Furthermore, TRIGEMA Inh. W. Grupp e.K. is entitled to invoice reminder fees of 5.00 €.

We do not deliver goods on credit.

Click [here](#) for further information regarding our payment methods and possible extra charges, depending on the payment method.

12. Reservation of proprietary rights

All goods remain our property until payment is received in full.

13. Privacy Policy

Your satisfaction is TRIGEMA's highest priority. As we want you to feel secure when you shop in our online shop, we have made the protection of your privacy our first and foremost task. Our privacy policy statement is in line with the applicable legal regulations. All data related to your person is treated with the utmost confidentiality. All data necessary to process business transactions will be stored and transferred to other companies/shipping services only to the extent necessary for the completion of your order.

In addition, we also collect and process address and order details for our own marketing purposes and, if necessary, share it with third parties. When processing your data, we take care to protect your privacy in line with all applicable legal provisions.

If requested, we will inform free of charge of the data we stored about your person or your pseudonym. If you want to send us a corresponding request, please send a message to

datenschutz@trigema.de. We are required by law to correct, block or delete any data we have stored about you, if you have submitted a request to that effect.

Please note: You can protest or revoke your approval to the use, processing and transfer of your data for marketing purposes at any time by sending a notification to that effect to

TRIGEMA Inh. W. Grupp e.K.
Josef-Mayer-Str. 31-35
72393 Burladingen
Germany

Once we have received your protest/revocation, we will immediately cease to use and process the corresponding data for marketing purposes and refrain from sending you any more advertising material.

13a. Credit Rating

For the purpose of checking your credit rating and solvency, your address and solvency data will be submitted to other corporate trading companies and corporate service providers. You can revoke your consent at any time with future effect. The payment method SEPA requires a positive credit rating. Therefore, we transmit your personal information (incl. name and address) as well as data connected to your order, according to legal regulations, to Creditreform Boniversum GmbH, Hellersbergstraße 11, 41460 Neuss, e-Mail: datenschutz@boniversum.de.

13b. Newsletter

With our newsletter, we like to inform you about our company and products.

In order to send you our newsletter we need your name and e-mail address. You can insert this information in the provided fields on our website. Once you have transmitted us this data, we will send you an e-mail to the provided e-mail address, asking you to verify the given e-mail address by clicking on a specified link.

We only process your data in relation to the dispatching of newsletters. Legal basis for the processing of data is 6 (1) (b) EU-GDPR, which comes into effect by clicking on the specified link.

You can revoke your agreement to receiving our newsletter at any time by unsubscribing on our website, by clicking on the unsubscribe link that is included at the bottom of each newsletter or by sending us an e-mail to datenschutz@trigema.de. By revoking your agreement to receiving our newsletter, you deny any further use of your data.

13c. Cookies

Our website uses cookies. A "cookie" is a small standard text file that is stored by your browser when you use our website for the first time. When you visit our website again, your browser sends the information to the server with the text information, which was stored in the cookie before. A typical cookie contains information about your system or a random string as an identification number, which allows trigema.de to recognize your browser and to link it to your previous visit of our website.

We use cookies to make the use of trigema.de more comfortable and customer friendly. For example, cookies allow you to put items into the shopping bag and make changes to your existing shopping bag. Cookies also help to save your website options (for example language) for the future visits.

Furthermore, we use cookies to the extent allowed by this privacy policy to collect statistical data regarding the general consumer behaviour. Thanks to the evaluation of this data we can get a better picture of our customers' needs and can improve our website and users' experience accordingly.

13d. Webtracking

Our website collects and records only anonymous data for marketing and optimizations purposes via a range of tracking tools. You may opt out of data collection and storage at any time with future effect. This website uses the following tracking tools: Belboon, Bing, Criteo, Econda, Ekomi, Facebook Custom Audience und Pixel, Google Adwords, Google Analytics und Google Remarketing and Trbo.

We will not use these tracking tools without your expressed consent to unknowingly gather personal data, disclose such data with third parties, pass it on to marketing platforms or to match this collected data with your personal information.

13e. Belboon

The website uses belboon (www.belboon.com) as a tracking tool. If you have reached our website through an advertisement of this affiliate network, a cookie is set with a validity of 90 days. Within this time period, we and the respective affiliate network can see that a user has been referred to our website.

This cookie serves to create anonymous statistics informing the affiliate network's customer about any sales being generated through the respective advert. Their evaluations provide a basis for invoicing and assessing adverts and do not contain any of your personal data.

13f. Bing

Our online services also use the conversion tracking by Microsoft (Microsoft Corporation, One Microsoft Way, Redmond, WA 98052-6399, USA). During the process, a cookie will be

installed on your computer by Microsoft Bing Ads, provided you have accessed our website through a Microsoft Bing ad. This way, Microsoft Bing and we can trace back if somebody clicked on the ad, has been redirected to our website and reached a landing page (conversion page) beforehand. We can only retrace the total amount of users, who clicked on a Bing ad and who were redirected to the conversion page. No personal information about the user's identity will be communicated. If you don't want to participate in the tracking process, you can refuse the required installation of cookies, for example, in your browser settings, which generally deactivate the automatic installation of cookies. For further information, please read the Microsoft data protection notice:

<https://privacy.microsoft.com/de-de/privacystatement>

13g. Criteo

We use retargeting services provided by Criteo GmbH (<https://www.criteo.com/>). You can prevent the use of data by Criteo by clicking on <http://www.criteo.com/privacy/> and checking the provided "opt-out" box. An opt-out cookie will be installed in your browser that will let Criteo know that no data can be used and processed.

13h. Econda

In order to optimise and customize the use of this website, we use the services and technology of econda GmbH (<http://www.econda.de>) to collect and analyse anonymous data. This data is used to compile user profiles using pseudonyms. For this purpose, this website uses cookies which allow for the re-recognition of Internet browsers. User profiles will not be matched with the data of the pseudonym client without their personal consent. IP-addresses received, are immediately made unrecognisable upon receipt and therefore it is not possible to match them with the user profiles. Visitors of this website can object to this data collection and storage at any time.

<http://www.econda.de/econda/datenschutz/widerruf-datenspeicherung.html>

13i. Ekomi

This website contains JavaScript code by eKomi Ltd., Markgrafenstr. 11 in 10969 Berlin. eKomi enables us to integrate customer reviews on our website. If the customer does not use a JavaScript blocking app, data (the IP address, currently open website) might be transferred to eKomi. You will find more information on data protection at the eKomi website:

www.ekomi.co.uk/uk/privacy/.

13j. Use of EHI Seal

On our website we use the seal "EHI Geprüfter Online-Shop", a widget by [EHI Retail Institute GmbH, Spichernstraße 55, 50672 Köln](http://www.ehi-retail-institute.de) ("EHI"). When visiting our website, servers from EHI

dynamically load content (current reviews, certificates etc.) into the widget. At the same time your IP-address, the address of the visited website, date, time of the request, the amount of transferred data, the browser type and version, your operating system and the requesting provider (referrer data) are transmitted to EHI's servers. We process the above mentioned data in order to improve and optimize our website, according to 6 (1) (b) EU-GDPR. You will find more information on data protection on the EHI website:

<https://ehi-siegel.de/datenschutz/>

13k. Facebook Custom Audience

We use custom audience pixels to record information about the way visitors use our Website. This pixel records information about a user's browser session, which it sends to Facebook, along with an anonymised version of the Facebook ID and the URL viewed. This allows us to target our Facebook ads to audiences of people who have visited our Website. For more information regarding Facebook Custom Audiences and your data privacy please visit: https://www.facebook.com/ads/website_custom_audiences/ and <https://www.facebook.com/privacy/explanation>

13l. Facebook Pixel

This website makes use of the remarketing feature "Custom Audiences" by Facebook Ireland Ltd. 4 Grand Canal Square, Grand Canal Harbour, Dublin 2 Ireland. ("Facebook"). It is used to present visitors of the social network Facebook custom advertisements. For this reason, the TRIGEMA website has the Facebook remarketing tag implemented. Via this tag, a direct connection to Facebook's servers is established. Information about the page visit is transferred to Facebook and will be connected, if applicable, to the visitor's Facebook account. Further information on Facebook's privacy policy can be found on <https://www.facebook.com/about/privacy/>. The remarketing feature "Custom Audiences" can be deactivated on <https://www.facebook.com/settings/?tab=ads#> = . The visitor must be logged in for the latter to work.

13m. Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. In case of activation of the IP anonymization, Google will truncate/anonymize the last octet of the IP address for Member States of the European Union as well as for other parties to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address is sent to and shortened by Google servers in the USA. On behalf of the website provider Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage to the website provider. Google will not associate your IP address with any other data

held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of this website. Furthermore you can prevent Google's collection and use of data (cookies and IP address) by downloading and installing the browser plug-in available under <https://tools.google.com/dlpage/gaoptout?hl=en-GB>.

Further information concerning the terms and conditions of use and data privacy can be found at <http://www.google.com/analytics/terms/gb.html> or at https://www.google.de/intl/en_uk/policies/. Please note that on this website, Google Analytics code is supplemented by "gat._anonymizeIp();" to ensure an anonymized collection of IP addresses (so called IP-masking).

13n. Google Remarketing

We also use the targeting technology Google Remarketing of Google Inc., USA on our website. This technology allows us to address internet users who have visited our website with targeted product recommendations in the form of advertising banners on the websites of the Google partner network. Such advertising banners are displayed on our partners' sites with the help of cookies and an analysis of your use of the sites in the past. This analysis is conducted under a pseudonym; no usage profiles are merged with your real name. You may object to the collection of the data by Google Inc. at any time under the link: <http://www.google.com/settings/ads/onweb/?hl=de>.

13o. Google AdWords Conversion Tracking

Our website uses Google conversion tracking. If you accessed our website via an advert placed by Google, Google AdWords will save a cookie on your computer. The cookie for conversion tracking will be set when a user clicks on an advert placed by Google. These cookies become invalid after 30 days and are not used for personal identification. If the user visits certain pages on our website and the cookie is still valid, we and Google can recognise that the user has clicked on the advert and has been taken to this page. Every Google AdWords customer has a different cookie. This allows the cookies to be tracked via the websites of AdWords customers. The information collected from conversion cookies serves to compile conversion statistics for AdWords customer who have opted to use conversion tracking. The customer receives information on the total number of users who have clicked on their advert and who have been taken to a page with a conversion tracking tag. They do not receive any information that would allow users to be personally identified.

If you do not choose to participate in tracking, you can reject the cookie. You can do this either via a browser setting that deactivates the automatic setting of cookies generally, or you can set your browser to block cookies from the domain "googleadservices.com".

Please note: You may not delete the opt-out cookies for as long as you do not wish Google to record your measured data. Once you have deleted all your cookies in the browser, you must reset the relevant opt-out cookie.

Further information on Google's privacy policy:
<https://www.google.com/intl/en/policies/privacy/>.

13p. Trbo

trbo GmbH Römerstraße 6 (www.trbo.com) , 80801 München, collects and stores data from our website. This data is converted into pseudonym user profiles to offer you personalized customer benefits. For this purpose, cookies may be used in order to recognize your browser and to link it to your previous visit of our website. The user profiles are used to analyse the online behaviour of customers and to improve the user friendliness and personal customization of our website. Without your explicit consent, your personalized data will not be matched with the pseudonym user profiles. You can object to the collection and storage of data by trbo GmbH any time by clicking on the following link:

<https://track2.trbo.com/optout.php?redirect=https%3A%2F%2Fwww.trigema.de%2Fen%2FData-Privacy-TRBO%2F>

13q. Be On the safe side

We employ state-of-the-art technology to protect your private data. The SSL - Extended Validation transmission we use guarantees encryption with up to 256 bits at a minimum encryption of 128 bits. We, thereby, ensure that your personal data will remain inaccessible for any third parties. When used in highly secure browsers, Extended Validation will be indicated by a green address bar.

Certain PC and web access configurations (e.g. browser settings, provider configuration, firewalls, etc.) might block access to the SSL server. If necessary, verify that your firewall and browser are configured properly and check if your provider supports SSL.

To use our shopping basket, you must (temporarily/permanently) enable cookies. Another option is to order by phone or fax. You can reach us by phone +49 (0) 7475/88 - 0, or fax +49 (0) 7475/88 – 228:

Monday-Thursday: 08:00 am - 05:00 pm

Friday: 08:00 am - 03:30 pm

13r. Choose your password carefully

You should pick a password that is composed of at least 6 characters. It should not contain any known name fragments or other information that could be attributed to your name (i.e. refrain from including your first or last name, your date of birth or parts of your phone number or email address, etc.). You should never use a login name and password that are identical.

14. Provider identification

TRIGEMA Inh. W. Grupp e.K.
Josef-Mayer-Straße 31-35
72393 Burladingen
Germany

You can contact us by phone +49 (0) 7475/88-0 Monday to Thursday, 8am-5pm and on Fridays 8am-3.30pm, or by fax +49 (0) 7475/88-228.

Commercial Register at Stuttgart District Court Commercial
Register HRA 420889
Sole trader: Wolfgang Grupp.
VAT ID no.: DE 144 846 566