

Consumer Information

Please note the following Information

- (1) Placing the order and conclusion of the contract can be concluded either in German or in English.
- (2) The possibility to reschedule the delivery of your parcel for an extra charge after 18:00 o'clock through GLS Germany (hereinafter „GLS“), is a non-binding offer. A binding contract against payment is concluded after the following steps. GLS always confirms the conclusion of the contract by a separate e-mail:
 - a) Input of the contact data and billing address
 - b) Selection of the payment method and entering the payment data
 - c) Confirmation of the privacy policy and agreement to the use of the data
 - d) Confirmation of the consumer information and right of revocation, notification and agreeing on delivering in the evening before the end of the revocation period.
 - e) By clicking “Pay” you place a binding offer.
 - f) This offer will be accepted by GLS when the payment procedure is successful.
 - g) GLS does not save the text of the contract.
- (3) Possible input errors can be corrected until the “Pay” button is confirmed. The main characteristics of the GLS' service can be taken from the description of the chosen service. Please note that this serves to fulfil our information obligation specified in Article 246 section 3 of the Introductory Act to the Civil Code only and does not constitute an agreement on the legal and factual nature of the service.
- (4) The prices stated by GLS are final prices including all taxes.
- (5) The price is due with the order. Payment can be made either by credit card or PayPal according to choice.
- (6) If you conclude the contract as a consumer, you have the following right of revocation. Please note that the right of revocation expires if GLS has delivered the parcel.
- (7) If you revoke the contract before GLS has delivered the parcel, GLS has a right for a lump-sum compensation for the services provided so far. You have the right to proof a diminished compensation.

Right of Revocation Notification

(Please note that the English translation is for convenience purposes only, binding is the German version)

You can revoke your statement of intent within a period of 14 days without justification using text format (e.g. letter, fax, email). The revocation period starts with receipt of this notification in text format, however, not before conclusion of the contract and not before accomplishment of our information obligation according to Art. 246 § 2 in conjunction with § 1 par. 1 and 2 EGBGB (Introductory act to the German Civil Code) as well as the obligation of GLS according to § 312g par. 1 sentence 1 BGB (German Civil Code) in conjunction with Art. 246 § 3 EGBGB. Preserving terms is accomplished by timely dispatch of the declaration of withdrawal. Withdrawals are to be addressed to:

General Logistics Systems Germany GmbH & Co. OHG,
Debitorenbuchhaltung,
GLS Germany-Str. 1-7 in 36286 Neuenstein.
abendzustellung@glis-germany.com

Consequences of revocation

In case of a valid revocation, all services received on both sides as well as any benefits (e.g. interests) have to be returned. If you cannot return resp. surrender or only partly return received services and benefits (e.g. advantages from usage) or return them only in deteriorated condition, you are liable for compensation to the extent. The sender might therefore be obliged to meet the contractual payment obligations for the period until the revocation. Refund obligations must be fulfilled within a period of 30 days. The term begins for you with sending off your declaration of revocation, for us with the receipt.

Please note: The right of revocation expires early if the contract was performed in full by both parties at the express wish of the consumer before the consumer exercised his right of revocation.

End of Right of Revocation Notification