

## Fact Sheet on indication of shipping and payment conditions in the online shop

### 1. When indicating the shipping costs in the online shop, the following must be adhered to:

Shipping costs basically comprise the costs of shipping as well as the costs of packaging. The value-added tax is already included in the shipping costs and must not be indicated separately.

#### ✓ No indication of insured or uninsured shipping

According to case-law, the indication of insured or uninsured shipping gives the impression that the buyer bears the shipping risk which is legally incorrect in the case of a sale of consumer goods.

Therefore, these indications must be removed everywhere (e.g. also during the order process).

#### ✓ No shipping costs on request

Formulations such as: “shipping costs to foreign countries on request” violate the Price Indication Ordinance (Preisangabenverordnung). The shipping costs must be specifically indicated or ascertainable **for each country** to which you send the goods.

#### ✓ Indication of shipping costs already next to the item

The buyer must be able to determine the shipping costs (even if the goods are shipped via a freight forwarder) directly in connection with each item. The shipping costs must be called up **before starting the order process** and **not just in the basket**. It is not sufficient that the shipping costs are only becoming transparent for the buyer during the order process.

Example: **€45.00 (incl. VAT, plus shipping)**

It is in any event important that **“plus shipping” is a link that leads to the page “shipping and payment conditions”** where the shipping costs to all countries, to which the goods are sent, must be listed explicitly.

✓ **Shipping costs calculated by weight**

If you calculate the shipping costs on the basis of the weight, the **shipping weight must be indicated** in the item descriptions (near the price).

The display of the shipping costs should then be for example as follows:

Parcels up to 5 kg – €5.00

Parcels with more than 5 kg up to 10 kg – €10.00

Parcels with more than 10 kg up to 20 kg – €20.00

and so on

However, since it is not possible to indicate infinite shipping weights, you can, for example, indicate the shipping costs for parcels with more than 20 kg open to the top:

**For example:** more than 20 kg – €30.00

**Or** you can indicate that a new parcel is sent – with the respective costs – in the case of shipping weights with more than 20 kg. This should also be implemented technically in your shop.

It is **crucial** that the consumer is able to recognise and to calculate independently the shipping costs before starting the order process.

**2. When indicating the payment conditions, the following must be adhered to:**

If, for the consumer, **additional fees** incur for the payment methods **cash on delivery** and **Paypal**, they must be stated separately and/or they have to be visible to the consumer in the final price.

Therefore, please add the additional fees both in the file “shipping and payment conditions” and during the order process when choosing the payment method.