

Terms and Conditions (AGB)

1. Scope

These Terms and Conditions apply to all orders placed via this website by **consumers** within the meaning of **Section 13 of the German Civil Code (BGB)**.

2. Contractual Partner

The purchase contract is concluded with:

Julia Welt / Asmaa Hattouq

Am Hirtengraben 33

14480 Potsdam

Germany

3. Products

All products offered in our shop are **handmade** and, unless otherwise stated, **made to order**.

Minor deviations in **color, size, or design** may occur due to the handmade nature of the products and **do not constitute a defect**.

4. Ordering Process and Contract Conclusion

By placing an order, the customer submits a **binding offer** to purchase the selected products.

The contract is concluded **once the order confirmation is sent by email**.

5. Prices

All prices stated on this website are **final prices**.

According to **Section 19 of the German Value Added Tax Act (UStG)** (small business regulation), **no VAT is charged**.

Shipping costs, if applicable, are displayed **separately during checkout**.

6. Payment

Available payment methods are displayed during checkout.

Payment must be made **in advance** unless otherwise agreed.

7. Delivery

Delivery times are indicated on the product pages.

As products are made to order, **delivery times may vary**.

Delays caused by **force majeure** or circumstances beyond our control are excluded.

8. Right of Withdrawal

Consumers generally have a **statutory right of withdrawal** of 14 days.

However, the right of withdrawal **does not apply** to goods that are:

- Made according to the consumer's specifications
- Clearly personalized

(Section 312g (2) No. 1 BGB)

For details, please refer to our **Refund and Returns Policy**.

9. Warranty

Statutory warranty rights apply.

Due to the **handmade nature** of the products, **natural variations** in color, size, or texture **do not constitute defects**.

10. Liability

We are liable **without limitation** for intent and gross negligence.

In cases of **slight negligence**, we are liable **only for the breach of essential contractual obligations** and **limited to foreseeable damages**.

11. Data Protection

Information on the **collection and processing of personal data** can be found in our **Privacy Policy**.

12. Governing Law

These Terms and Conditions are governed by **German law, excluding the UN Convention on Contracts for the International Sale of Goods (CISG)**.

13. Final Provisions

Should any provision of these Terms and Conditions be or become **invalid**, the remaining provisions shall remain unaffected