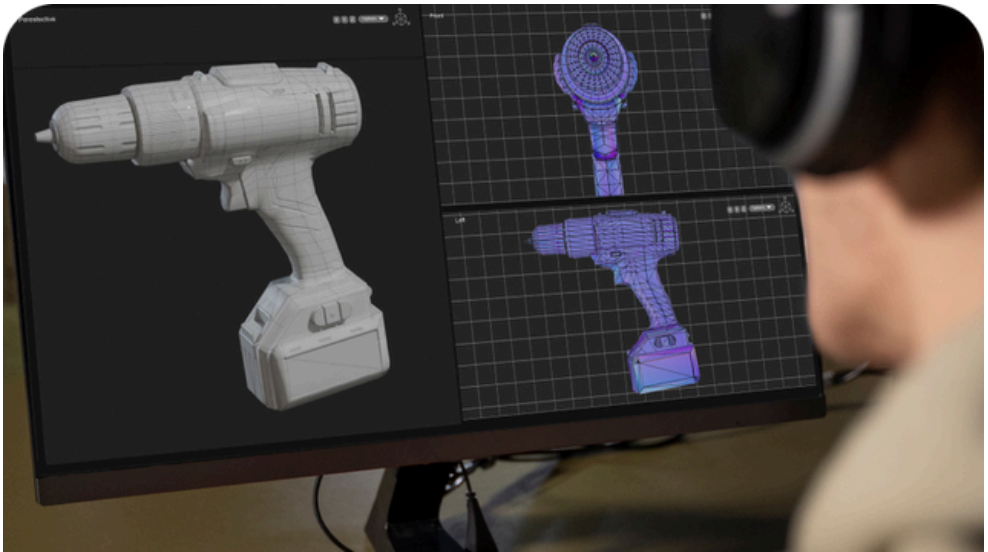
ONLINE 3D PRINTEN

General Terms and Conditions

3 August 2026



Nißlstraße 24 / 6 / 29
4040 Linz
Austria
FN 681431f, Regional Court Linz
VAT ID: ATU83435436

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Online 3D Drucken e.U.
trading under the brand
Online 3D Drucken
info@online-3d-drucken.de
online-3d-drucken.de

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§ 1 Scope

Language note: This is a convenience translation of the German-language Allgemeine Geschäftsbedingungen of Online 3D Drucken e.U. The contract language is German. In the event of any discrepancy, the German version prevails. This translation does not itself satisfy the statutory pre-contract information duties.

1. These General Terms and Conditions (GTC) apply to all contracts for the supply of goods concluded between a consumer or entrepreneur (the "Customer") and Online 3D Drucken e.U., trading under the brand Online 3D Drucken (the "Provider"), via the web shop online-3d-drucken.de.
2. A consumer is any natural person who enters into a legal transaction for purposes that are predominantly outside their trade, business or profession (§ 13 BGB). An entrepreneur is a natural or legal person or a partnership with legal capacity who, when concluding the contract, acts in the exercise of their trade, business or profession (§ 14 BGB).
3. The version of these GTC in force at the time the contract is concluded applies.
4. Deviating, conflicting or supplementary terms and conditions of the Customer become part of the contract only if the Provider has expressly agreed to their application in writing.

§ 2 Provider and Contracting Party

1. The Customer's contracting party is Online 3D Drucken e.U., a sole proprietorship registered in Austria with its seat at Nißlstraße 24 / 6 / 29, 4040 Linz, Austria, registered in the commercial register under FN 681431f (Regional Court Linz), owner Marius Van Griensven, VAT ID ATU83435436.
2. "Online 3D Drucken" is a brand of Online 3D Drucken e.U. and not a separate company.
3. You can reach the Provider on all matters relating to the contract by e-mail at info@online-3d-drucken.de. Further details are set out in the Impressum.

§ 3 Offer and Product Presentation

1. The presentation of products in the web shop does not constitute a legally binding offer but a non-binding invitation to place an order.
2. Unless expressly stated otherwise, the Provider's products are decorative models, architectural models, presentation and display models, and non-functional demonstration objects.
3. Product images and details of dimensions, colour and weight serve as a description. The characteristics and tolerances customary in additive manufacturing and described in Annex 2 are permissible; in all other respects the goods delivered must correspond to the agreed specification. Product images are not subject to a blanket disclaimer of binding effect.

§ 4 Ordering Process

1. The Customer selects the desired products, places them in the shopping cart and, where applicable, enters individual specifications or files.
2. Before submitting the order, the Customer can review the order details and identify and correct input errors using the usual keyboard and mouse functions. The individual technical steps leading to the conclusion of the contract are explained during the ordering process.
3. At the start of the ordering process, the Customer is shown the applicable delivery restrictions and the accepted payment methods.
4. By clicking the button „zahlungspflichtig bestellen“ (order with obligation to pay), the Customer submits a binding order for the goods contained in the shopping cart (§ 312j(3) BGB).
5. Before submitting the order, the consumer confirms by means of a checkbox that is not pre-selected that they have read and accept these GTC and the withdrawal instructions.

§ 5 Conclusion of Contract

1. The contract is not concluded merely by the Customer placing an order.
2. The Provider confirms receipt of the order without undue delay by automated e-mail. This acknowledgement of receipt does not yet constitute acceptance of the order.
3. The contract is concluded when the Provider accepts the order by way of a separate order confirmation, a dispatch confirmation, or by dispatching the goods.
4. The Provider is entitled to refuse an order for objective reasons, in particular technical infeasibility, unlawful or excluded orders, or obvious pricing or presentation errors. Any payments already made are refunded without undue delay in such cases.

§ 6 Contract Language and Storage of the Contract Text

1. The contract is concluded in German.
2. The Provider stores the contract text and sends the Customer the order details together with these GTC, including the withdrawal instructions, on a durable medium (normally by e-mail). The GTC can be viewed, saved and printed on the website at any time.

§ 7 Custom Manufacture

1. Some goods are manufactured according to the Customer's individual specifications or on the basis of files provided by the Customer.
2. For custom manufacture, the specifications approved by the Customer are decisive. The Customer is responsible for the accuracy and completeness of their specifications (in particular dimensions, files and inscriptions).
3. For goods manufactured to the Customer's specifications, the exclusion of the right of withdrawal under § 18 of these GTC applies where its conditions are met.

§ 8 Customer Files and Third-Party Rights

1. Where the Customer uploads files, logos, photographs, texts or other content, the Customer warrants that they hold the necessary rights and that the content does not infringe any copyright, trademark, design, personality or other third-party rights and is not unlawful.
2. The Customer warrants that the content is not used to commission any prohibited or regulated production.
3. The Provider is entitled to refuse unlawful or technically unsuitable orders. There is no obligation to check content submitted by the Customer for infringements of rights.
4. Where the Customer culpably infringes third-party rights through content they have provided, the Customer shall indemnify the Provider, within the limits of the applicable law, against justified third-party claims arising from such an infringement. No indemnity going beyond this is agreed.

§ 9 Design Approval

1. For custom orders, the Provider may submit a draft, preview or rendering to the Customer for approval before production begins.
2. The Customer checks the draft for accuracy, in particular dimensions, inscriptions and design. Production begins once approval has been given.
3. The approved specifications become part of the contract. Approval does not affect the Customer's rights where the goods delivered deviate from the approved design.

§ 10 Prices and Shipping Costs

1. All prices are total prices in euros and include statutory VAT and other mandatory price components.
2. Any additional shipping costs are shown separately and allocated to the price before the Customer submits the order.
3. For individually calculated orders, the price is communicated before the contract is concluded; the period of validity of a quotation is stated in each case.
4. Where price reductions are announced, the Provider observes the requirements of the German Price Indication Ordinance (PAngV) on stating the lowest prior price.

§ 11 Payment

1. The payment methods offered during the ordering process are handled via the payment service provider Mollie.
2. The purchase price falls due upon conclusion of the contract unless otherwise agreed.
3. The Customer normally enters payment data directly into the payment service provider's secure interface.
4. If the Customer is in default of payment, the statutory provisions apply. No disproportionate default charges are levied against consumers.

§ 12 Retention of Title

The goods delivered remain the property of the Provider until the purchase price has been paid in full (§ 449 BGB).

§ 13 Manufacture and Production Tolerances

1. Manufacture takes place by means of additive manufacturing (3D printing).
2. The process characteristics and tolerances described in Annex 2 (e.g. layer lines, seams, support marks, minor surface or colour variations, dimensional tolerances) are permissible and do not constitute a defect.
3. A material deviation from the agreed specification is not treated as a customary process characteristic.

§ 14 Delivery and Delivery Time

1. Delivery is made to the delivery address specified by the Customer. The countries served are shown during the ordering process.
2. The Provider states a production and delivery time or a delivery date. If no period is agreed, delivery takes place within 30 days of conclusion of the contract.
3. Dispatch is handled by shipping providers selected on a case-by-case basis. Partial deliveries are permitted where reasonable for the Customer; no additional shipping costs arise for the Customer as a result.
4. Delays caused by incorrect delivery details provided by the Customer are borne by the Customer. In all other respects, the statutory provisions apply in the event of delayed delivery.

§ 15 Transfer of Risk

1. In sales to consumers, the risk of accidental loss and accidental deterioration of the goods passes only upon handover of the goods to the consumer or to a person designated by them.
2. In sales to entrepreneurs, the risk passes upon handover to the shipping provider.

§ 16 Transport Damage

1. The Customer is asked to report obvious transport damage as promptly as possible and to contact the Provider.
2. A failure to report, or a late report, has no effect on the consumer's statutory rights in case of defects. Prompt reporting merely helps the Provider to pursue its own claims against the shipping provider.

§ 17 Right of Withdrawal for Consumers

1. Consumers have a statutory right of withdrawal in respect of distance contracts under §§ 355, 356 BGB, unless that right is excluded under § 18 of these GTC.
2. The details are set out in the withdrawal instructions in Annex 1.
3. The model withdrawal form pursuant to Anlage 2 to Art. 246a § 1 Abs. 2 Satz 1 Nr. 1 EGBGB is not part of these GTC but is provided as a separate document. It is permanently available on the website.
4. The Provider transmits the withdrawal instructions and the model withdrawal form to the consumer on a durable medium at the latest with the order confirmation.

§ 18 Exclusion of the Right of Withdrawal for Custom Goods

1. Under § 312g(2) no. 1 BGB, the right of withdrawal does not apply to contracts for the supply of goods that are not prefabricated and for the manufacture of which an individual selection or determination by the consumer is decisive, or which are clearly tailored to the consumer's personal needs.
2. This concerns in particular goods with individual names or inscriptions, customer-specific dimensions, geometry supplied by the Customer, and individually commissioned models and designs.
3. The exclusion is not applied as a blanket rule to all goods manufactured after ordering. For standard catalogue models, for the manufacture of which no decisive individual determination by the consumer takes place, the right of withdrawal applies.
4. The exclusion is clearly indicated on the product page and during the ordering process before the order is submitted.
5. The exclusion of the right of withdrawal does not affect the statutory rights in case of defects.

§ 19 Electronic Withdrawal Function

1. For contracts concluded via the Provider's online interface for which a statutory right of withdrawal exists, the Provider makes available an electronic withdrawal function in accordance with § 356a BGB.
2. The function is permanently available throughout the withdrawal period, prominently placed, easily accessible and clearly labelled „Vertrag widerrufen" (withdraw from contract). No login to a customer account is required. The function displays and operates correctly on all common devices, in particular computer, tablet and smartphone.
3. After clicking the function, the consumer reaches an electronic form in which they can enter or confirm their name, details identifying the contract (such as the order or invoice number) and an electronic means of communication for the confirmation of receipt.
4. Withdrawal is also possible in respect of only part of the contract; a field is provided for identifying the items concerned.
5. Withdrawal takes place in two steps: after entering the required details, the consumer confirms their declaration via a separate button labelled „Widerruf bestätigen" (confirm withdrawal).
6. To meet the withdrawal deadline, it is sufficient that the consumer submits the online withdrawal declaration before the period expires.
7. The Provider confirms receipt of the withdrawal declaration without undue delay on a durable medium, stating the content, date and time of the withdrawal.
8. The electronic withdrawal function does not replace the withdrawal instructions, the model withdrawal form, or the possibility of declaring withdrawal by another unequivocal statement.
9. The function is not available for contracts without a statutory right of withdrawal (§ 18 of these GTC).

§ 20 Rights in Case of Defects

1. The statutory provisions on liability for defects apply, in particular §§ 434 et seq. BGB.
2. If the goods delivered are defective, the consumer has the statutory rights, in particular to subsequent performance (repair or replacement), price reduction, termination, and damages or reimbursement of expenses under the statutory conditions.
3. The statutory limitation period for a consumer's claims for defects is two years from delivery of the goods.
4. The permissible process characteristics and tolerances described in Annex 2 do not constitute a defect. Material deviations from the agreed specification remain defects.
5. In relation to entrepreneurs, the limitation period for claims for defects is one year from delivery; the statutory exceptions, in particular in cases of fraudulent concealment, guarantees, and damage arising from injury to life, body or health, remain unaffected.
6. A commercial guarantee exists only where expressly given. Any such guarantee applies in addition to the statutory rights in case of defects and does not restrict them.

§ 21 Liability

1. The Provider is liable without limitation in cases of intent and gross negligence, for injury to life, body or health, for fraudulent concealment of a defect, where a guarantee has been assumed, and under the German Product Liability Act (Produkthaftungsgesetz).
2. In cases of slight negligence, the Provider is liable only for breach of a material contractual obligation (cardinal obligation), the fulfilment of which is essential to the proper performance of the contract and on the observance of which the Customer may regularly rely. In such cases liability is limited to the foreseeable damage typical of this type of contract at the time the contract was concluded.
3. In all other respects, liability for slight negligence is excluded.
4. The above limitations of liability also apply for the benefit of the Provider's legal representatives and vicarious agents.
5. Mandatory statutory grounds of liability and consumer rights remain unaffected.

§ 22 Usage Notes and Excluded Applications

1. Unless expressly agreed otherwise, the goods are intended for decorative purposes and as architectural, presentation and display models.
2. In particular, the goods are not intended as load-bearing or safety-relevant components, mechanical spare parts, medical devices, personal protective equipment, electrical components, food-contact products, toys, vehicle parts, weapon parts or other regulated technical components.
3. The Customer is asked not to expose the goods to sustained high heat, direct sunlight, mechanical load or aggressive chemicals. Material-specific notes are set out in Annex 2.
4. The Provider's liability may be limited where damage results from use contrary to express instructions, an excluded functional use, modification by the Customer, incorrect dimensions supplied by the Customer, or unlawful customer files. Mandatory liability under § 21(1) remains unaffected.
5. These notes do not replace any product classification under mandatory product safety law.

§ 23 Product Safety

1. The Provider observes the requirements of Regulation (EU) 2023/988 on general product safety (GPSR).
2. The manufacturer within the meaning of those provisions is Online 3D Drucken e.U., Nißlstraße 24 / 6 / 29, 4040 Linz, Austria, e-mail: info@online-3d-drucken.de.
3. Product-related warnings and safety information, together with traceability details, are provided in the offer and, where necessary, on or with the goods.

§ 24 Intellectual Property

1. All rights in the designs, models and STL and CAD files created by the Provider remain with the Provider unless expressly agreed otherwise.
2. With the purchase, the Customer acquires ownership of the physical goods delivered and any usage rights expressly granted. This does not involve any transfer of copyright, reproduction or other protective rights in the underlying files.
3. Rights in content provided by the Customer remain with the Customer or the respective rights holder.
4. Any use of customer files or manufactured models for reference, portfolio or promotional purposes takes place only with the Customer's separate consent.

§ 25 Reviews

1. Where the Provider publishes reviews, it informs customers whether and how it is ensured that reviews originate from consumers who have actually purchased the goods.
2. Reviews are not obtained in exchange for consideration unless this is expressly disclosed. Reviews are not published selectively only where the rating is positive.
3. Publication takes place under name or pseudonym in accordance with the relevant review form.

§ 26 Complaints and Customer Service

1. Complaints and enquiries should be addressed to: Online 3D Drucken e.U., Nißlstraße 24 / 6 / 29, 4040 Linz, Austria, e-mail: info@online-3d-drucken.de.
2. To enable prompt handling, please provide the order number, a description of the matter and, where applicable, photographs.
3. These details are intended to facilitate handling and are not a precondition for asserting statutory rights.

§ 27 Consumer Dispute Resolution

1. The Provider is willing to participate in dispute resolution proceedings before a consumer arbitration body.
2. The competent consumer arbitration body is the Allgemeine Verbraucherschlichtungsstelle des Zentrums für Schlichtung e. V., Straßburger Straße 8, 77694 Kehl am Rhein, Germany, www.verbraucher-schlichter.de.
3. Participation in conciliation proceedings does not affect the consumer's right to bring proceedings before the courts.

§ 28 Applicable Law, Jurisdiction and Final Provisions

1. Contracts between the Provider and consumers habitually resident in Germany are governed by German law, excluding the UN Convention on Contracts for the International Sale of Goods.
2. In relation to consumers, the statutory rules on jurisdiction apply. In particular, a consumer may bring proceedings before the court of their place of residence.
3. If the Customer is a merchant, a legal entity under public law or a special fund under public law, the place of jurisdiction for all disputes arising from the contractual relationship is the Provider's registered seat.
4. Should individual provisions of these GTC be or become wholly or partly invalid, the validity of the remaining provisions remains unaffected. The statutory provisions take the place of the invalid provision.
5. Amendments to these GTC do not apply retroactively to orders already concluded. The version accepted at the time the contract was concluded applies to each order.

Annex 1: Withdrawal Instructions – Right of Withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the day on which you, or a third party other than the carrier indicated by you, took possession of the goods. Where you ordered several goods in a single order that are delivered separately, the period is fourteen days from the day on which you, or a third party other than the carrier indicated by you, took possession of the last goods.

To exercise your right of withdrawal, you must inform us – Online 3D Drucken e.U., Nißlstraße 24 / 6 / 29, 4040 Linz, Austria, e-mail: info@online-3d-drucken.de – of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or an e-mail). You may use the attached model withdrawal form, but this is not obligatory.

You may also declare withdrawal via the electronic withdrawal function „Vertrag widerrufen“ provided on our website. If you use this function, we will send you confirmation of receipt of the withdrawal on a durable medium without undue delay.

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

Annex 1: Withdrawal Instructions – Consequences of Withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than fourteen days from the day on which we are informed about your decision to withdraw from this contract.

We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than fourteen days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of fourteen days has expired.

You will have to bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Annex 1: Note on the Model Withdrawal Form
The model withdrawal form pursuant to Anlage 2 to Art. 246a § 1 Abs. 2 Satz 1 Nr. 1 EGBGB is not part of these GTC but is provided as a separate document.

Provision
The form is permanently available on the Provider's website and is transmitted to the consumer on a durable medium at the latest with the order confirmation.

Use
Use of the form is not obligatory. Withdrawal may also be declared by any other unequivocal statement addressed to the Provider, or via the electronic withdrawal function „Vertrag widerrufen" pursuant to § 356a BGB (§ 19 of these GTC).

Contact
Online 3D Drucken e.U., Nißlstraße 24 / 6 / 29, 4040 Linz, Austria, info@online-3d-drucken.de

Annex 2: Production Tolerances and Process Characteristics

The following characteristics are inherent to the additive manufacturing process and do not constitute a defect, provided the goods otherwise correspond to the agreed specification.

Permissible process characteristics:

– visible layer lines and layer structures
– seams and start/end points of the individual layers
– minor marks where support structures have been removed
– minor surface irregularities
– slight warping on large or thin-walled parts
– batch-related colour variation between production runs
– minor weight variation

Dimensional tolerances:

– FDM process: ± 0.5 % of nominal dimensions, but at least ± 0.5 mm
– SLA / resin process: ± 0.3 % of nominal dimensions, but at least ± 0.2 mm
– Layer height FDM: typically 0.1 mm to 0.3 mm
– Layer height SLA: typically 25 µm to 100 µm

Material deviations from the agreed specification remain defects within the meaning of §§ 434 et seq. BGB.

Annex 2: Material Notes

The following notes serve to preserve the goods and to avoid damage.

Temperature:
– PLA models can deform from approximately 55 °C.
– Goods should not be stored in sustained direct sunlight, in a vehicle interior in hot weather, or near heat sources.

Mechanical load:
– The goods are display objects and are not intended for load-bearing or mechanically stressed applications.
– Thin-walled parts and fine details may break under load.

Chemicals and cleaning:
– Aggressive cleaning agents and solvents can damage surfaces.
– Cleaning with a soft, slightly damp cloth is recommended.
– The goods are not dishwasher-safe.

Further notes:
– Resin parts may yellow or become brittle under sustained UV exposure.
– The goods are not suitable for contact with food.
– Small parts can be swallowed; the goods are not toys and do not belong in the hands of small children.

This is a convenience translation. The German version prevails.