

Information on Individually Manufactured Products

(Notice on the Exclusion of the Right of Withdrawal)

Important: All products offered in our shop are manufactured only after an order is placed and are produced individually according to customer specifications (made-to-order).

No Right of Withdrawal

Our products are manufactured individually according to customer specifications (Custom-Made / Made-to-Order). They are not pre-produced stock items.

In accordance with Section 312g (2) No. 1 of the German Civil Code (BGB), there is no right of withdrawal for contracts for the supply of goods that are not prefabricated and for whose production an individual selection or determination by the consumer is decisive, or which are clearly tailored to the personal needs of the consumer.

Therefore, withdrawal from the purchase contract within 14 days is excluded.

Exceptions – Legitimate Complaints

Your statutory warranty rights remain unaffected.

A complaint is possible if:

- the goods were delivered damaged,
- transport damage has occurred,
- the goods significantly deviate from the ordered specification,
- a verifiable manufacturing defect exists.

In such cases, please notify us immediately in writing and provide meaningful photographic documentation.

Contact for Complaints:

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