ABOUT YOU SE & Co. KG
Domstraße 10
20095 Hamburg

Version: October 2026

General Terms and Conditions

Our Terms and Conditions:
Here you will find important information on shopping at ABOUT YOU.

1. General provisions

On aboutyou.at (“**Marketplace**”), ABOUT YOU SE & Co KG ("**ABOUT YOU**") and other commercial traders (ABOUT YOU and other traders each a "**Merchant**") offer their goods for sale in their own name and on their own account.

You can find all legal information on the specific Merchant that you conclude the purchase contract with on the article detail page, the shopping cart and in the checkout.

Purchases via the Marketplace are only available to consumers.

2. Scope of application

For Customer orders through the Marketplace, the current General Terms and Conditions, retrievable on the website at the time of order, apply. All offers and promotions in advertising material and in the online shop are subject to availability.

3. Conclusion of the contract

The presentation of the goods on the Marketplace does not constitute a legally binding offer, but a non-binding online catalog. By clicking the button "Order and pay now", you submit a binding purchase order for the goods in your shopping cart. The confirmation of the receipt of the order is issued immediately upon submitting the order and does not yet constitute acceptance of the purchase contract. If you pay by instant payment methods, such as PayPal, the purchase contract is concluded upon successful completion of the payment process. For other payment methods, the Merchant may accept your order by sending an order confirmation via email or by delivery of the goods within the expected delivery times.

4. Instructions on withdrawal

Right of withdrawal

You have the right to withdraw from the purchase contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods. To exercise the right of withdrawal, you must inform us (ABOUT YOU SE & Co. KG, Domstraße 10, 20095 Hamburg, Germany, email: customerservice@aboutyou.at) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). This applies to goods sold by ABOUT YOU as well as goods sold by other Merchants. You may use the attached model withdrawal form, but it is not obligatory. You can also exercise your right of withdrawal online at https://aboutyouwithdrawal.zendesk.com/hc/en-001/requests/new. If you use this online feature, we will send you an acknowledgement of receipt of the withdrawal on a durable medium (e.g. by email), including its content and the date and time of its submission, without undue delay.

To meet the withdrawal deadline, it is sufficient for you to send us the notification of exercising your withdrawal right prior to the expiry of the withdrawal period.

Effects of withdrawal

If you withdraw from the purchase contract, the Merchant 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 14 days from the day on which we are informed about your decision to withdraw from the purchase contract. Such reimbursement will be carried out by 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. The Merchant may withhold reimbursement until the goods have been received or until 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 the Merchant or to its logistics service provider, without undue delay and in any event not later than 14 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 14 days has expired.

In principle, you shall bear the costs of returning the goods. However, we will cover the direct costs of the return if the total value of the items from the relevant order that you have not returned is at least EUR 34,90 (incl. VAT).

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.

End of instructions of withdrawal

Model withdrawal form

Complete and return this form only if you wish to withdraw from the purchase contract to::

ABOUT YOU SE & Co. KG, Domstraße 10, 20095 Hamburg, Germany,
E-Mail: customerservice@aboutyou.at

I/We* hereby give notice that I/We* withdraw from my/our* contract::

of sale of the following goods*:.....

for the provision of the following service*:.....

ordered on*/received on*:.....

Name of consumer(s): .....

Address of consumer(s):.....

Signature of consumer(s) only if this form is notified on paper:.....

Date:.....

*Delete as appropriate.

Exclusion of the right of withdrawal

The right of withdrawal is excluded for contracts on the supply of goods (i) which are made to the consumer's specifications or are clearly personalized or (ii) which are liable to deteriorate or expire rapidly or (iii) which are sealed and are not suitable for return due to health protection or hygiene reasons, provided they were unsealed after delivery.

5. Voluntary right of return up to 30 days upon receipt of goods

Besides the statutory right of withdrawal mentioned above, the Merchant grants you a voluntary return right for the period of 30 days upon receipt of goods, except for secondhand goods. You may also cancel the contract after the 14-day withdrawal period has expired by returning the goods to the Merchant within 30 days upon receipt (period starts on the day after the goods have been received) as long as the goods are in original packaging and complete and as long as they have not been used or damaged and as long as they do not constitute goods made to the consumer's specification or that are clearly personalized.

Punctual dispatch suffices to comply with the return time limit. The goods must be shipped back to the address stated on the respective return label.

Regarding the costs of returning goods based on the contractually granted voluntary right of return, the provisions set out under Section 3 "Instructions on withdrawal" of these T&Cs shall apply accordingly. Additional costs for the use of certain payment methods offered only for a fee (e.g. Cash on Delivery) will not be refunded.

The contractually granted voluntary return right does not affect your statutory rights and claims. In particular, your statutory right of withdrawal and your statutory warranty rights remain unrestricted.

6. Shipping

Deliveries are only possible to a delivery address in Austria. Goods are only sold in common household amounts and only to end consumers.

If you order articles from different Merchants, you may receive several deliveries.

7. Warranty

If the delivered goods have obvious material or manufacturing defects, including transport damages, please report such defects immediately to us or to the respective employee of the transportation service provider delivering the goods. However, failure to make this complaint has no consequences for your statutory warranty rights.

In the event of a defect, you are entitled to statutory warranty rights provided that such cure is not impossible or disproportionate under statutory provisions. In the case of cure via repair, the original limitation period for claims due to a defect is extended once by twelve months. The Merchant does not give any additional warranties against defects other than the rights provided by law.

For more details, please refer to the information here:
europa.eu/youreurope/guarantees

8. Shipping & Service Fees

The Merchant offers free deliveries for orders from a value of EUR 34.90 (incl. VAT), otherwise shipping and service fees of EUR 4.90 (incl. VAT) apply.

9. Payment

Payment may be made through PayPal, credit card (Mastercard, VISA), Klarna, Apple Pay, Google Pay or Purchase on Account. There are no cash discounts for instant payment. The Merchant reserves the right to offer only specific payment methods for the requested delivery, e.g., only methods related to the respective credit rating to hedge the credit risk.

In order to be able to offer you an attractive range of payment methods on aboutyou.at, the Merchant assigns SCAYLE Payments GmbH, Domstr. 10, 20095 Hamburg ("**SCAYLE Payments**") with the payment processing. By placing an order, you give your consent to the transmission of your personal data and the order data to SCAYLE Payments for identification purposes as well as for credit assessments and the contract processing.

Payment via PayPal

You pay directly through your PayPal account. Upon submitting your order, you will be forwarded to PayPal to clear the stated order value. As soon as our PayPal account has been notified about your authorization, shipping starts – depending on the shipping time indicated for the goods. Upon shipping, your PayPal account will, after deducting discounts, be debited with the stated amount invoiced. Goods that have been made to the customer's specifications or that are clearly personalized lead to an immediate debit of your PayPal account with the stated amount invoiced after having deducted discounts, etc.

Payment via Credit card

You pay directly during the ordering process by entering your credit card data. Upon shipping, your credit card will, after deducting discounts, be debited with the stated amount invoiced. Goods that have been made to the customer's specifications or that are clearly personalized lead to an immediate debit of your credit card with the stated amount invoiced after having deducted discounts, etc.

Payment via Klarna

In cooperation with Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, the Merchant offers you the payment method Klarna. The payment is made to Klarna.

For more information, please see Klarna's Terms of Use. General information about Klarna can be found here. Your personal data will be processed by Klarna in accordance with applicable data protection laws and as described in Klarna's Privacy Policy.

Payment via Apple Pay

You pay directly via your Apple account. Upon submitting your order, you will be forwarded to Apple to authorize the payment of the order value. As soon as we have been informed about your authorization, shipping starts - depending on the shipping time indicated for the goods. Depending on the payment method deposited with Apple Pay, it will be debited with the factual amount invoiced, deducting any discounts, etc., immediately after authorization or shipping has been made.

Payment via Google Pay

You pay directly via your Google account. Upon submitting your order, you will be forwarded to Google to authorize the payment of the order value. As soon as we have been informed about your authorization, shipping starts - depending on the shipping time indicated for the goods. Depending on the payment method saved with Google Pay, it will be debited with the factual amount invoiced, deducting any discounts, etc., immediately after authorization or shipping has been made.

Payment via Purchase on Account

In cooperation with Zalando Payments GmbH, Hedwig-Wachenheim-Straße 7, 10243 Berlin (“ZPS”), we offer you the payment method Purchase on Account. Payment shall be made to ZPS, to whom we assign our purchase price claim. Further information can be found at https://en.aboutyou.at/h/payment-360003951119.

In the case of purchase on account, the purchase price is due for payment on the day of receipt of the delivery by the customer. If payment is not made within 14 days of the due date, the customer shall be in default. In the event of default, statutory default interest shall be charged.

10. Repayment and Assumption of debt

The same payment method is used for repayments as for the payment of the purchase price. The repayment of the purchase price or any overpayments is initially the responsibility of the respective Merchant. If the repayment cannot be processed successfully within a period of 30 days from the date of the first repayment attempt (in particular because the original payment method is no longer available), ABOUT YOU will assume the reimbursement obligation from the respective Merchant. Thereafter, you can only claim repayment from ABOUT YOU and not from the Merchant anymore, with ABOUT YOU being solely obliged to fulfil your claim. By accepting these General Terms and Conditions upon completion of the order you irrevocably agree to this assumption of debt.

11. Prices

Our prices are in EUR and include statutory VAT.

12. Retention of title

The goods remain the property of the Merchant until full payment of the goods.

13. Recommendation systems

ABOUT YOU aims to provide each customer with the most suitable product selection. Therefore, the product assortment is pre-filtered by products that correspond to the given context of a (i) product category, (ii) brand or (iii) the webpage displayed.

The final ranking in the respective product assortment displayed depends on the following parameters:

Basic parameters: (a) the country specific ABOUT YOU shop you accessed; (b) the shop section you are browsing (gender and age (adults or children)); (c) applied filters; (d) general buying behavior (i.e. what customers are currently particularly interested in); (e) current sales campaigns (products with price reductions or products that form part of a general sales campaign).

Customer-specific parameters: (a) the customer preferences known to ABOUT YOU (such as clicks, purchases, favorite brands, etc.) in relation to the currently available items, (b) the sales potential of a product based on customer behavior (probability a product is selected, added to the basket, purchased and not returned, as well as the expected revenue and/or profit based on the product type).

Setting options: You have the following options for changing the parameters for our recommendation systems: You can change your cookie settings, and you can adjust the filters applied in connection with the respective product (including the exclusion of certain brands).

ABOUT YOU is entitled to adjust the parameters and their relative weighting at any time, in particular if ABOUT YOU concludes that the relevance of individual parameters has changed with regard to an increase in Marketplace sales and customer satisfaction.

14. Alternative dispute resolution

The Merchant is not obliged or willing to participate in dispute resolution proceedings before a consumer arbitration board.

15. Contractual language / storage of the order text

The contract is concluded in English language. The text of the order is not stored with us and cannot be accessed anymore upon completion of the ordering procedure. You may, however, print your order text immediately upon having submitted the order.

16. Image rights

All image rights are owned by us, the Merchants or other partners. Any use of images, even in part, is not permitted without the express consent of the respective owner of the image rights.

17. Anwendbares Recht

All contracts subject to these General Terms and Conditions shall be governed by Austrian law excluding the provisions of the United Nations Convention on Contracts for the International Sale of Goods (CISG).

18. Place of jurisdiction

If a customer is a consumer as defined by the KSchG, the place of jurisdiction for any legal disputes under these General Terms and Conditions shall be the court competent for the customer's place of residence or place of employment. In all other cases, the court competent for the company's registered office shall have jurisdiction.

19. Imprint

ABOUT YOU SE & Co KG
Domstraße 10
20095 Hamburg, Germany
District Court Hamburg, Register number: HRA 126781
VAT-ID: DE339819462
Tax No.: 27/640/00490
legally represented by: ABOUT YOU Verwaltungs SE
District Court Hamburg, Register number: HRB 171601
Management Board: Sebastian Betz, Tarek Müller, Hannes Wiese
Chairman of the Supervisory Board: Dr. Christoph Lütke Schelhowe