

Privacy Statement

The personal data provided by you will be collected and stored. With the conclusion of the contract, the purchaser gives his consent to the processing of the data. The legal basis for the processing of the data in the presence of consent of the purchaser is Art. 6 para. 1 lit. a GDPR. Since the data processing is necessary for the fulfillment of the purchase contract or the execution of pre-contractual measures, then additional legal basis for the processing of the data is Art. 6 para. 1 lit. b GDPR. The data must be collected for the sales to be processed. If necessary, the data will be processed between the individual branches of the ENAGIC group (FRANCE / GERMANY / ITALY). You are informed that your personal data will be transferred to the member companies of the international ENAGIC group, regardless of whether they are based in Germany or abroad, insofar as this is necessary for the process of collaboration and the national and international implementation of the ENAGIC sales system, and explicitly agree to the transfer of your data. You also consent to the data related to your contract being accessible on the Internet exclusively to the contracting parties and through password-protected access, for the purpose of sending information on news, services, events, and activities, including marketing activities directly planned by us. ENAGIC has taken all necessary measures and appropriate guarantees as to the conformity of said transfer of data with the applicable legislation. The data will be deleted as soon as it is no longer necessary for the purpose of its collection. This is the case for the fulfillment of a contract or for the implementation of pre-contractual measures if the data are no longer necessary for the execution of the contract. Even after the conclusion of the contract, there may be a need to store personal data of the contracting party in order to comply with contractual or legal obligations. You may change the data stored about you at any time. If the data is required to fulfil a contract or to carry out pre-contractual measures, premature deletion of the data is only possible, unless contractual or legal obligations preclude deletion.

Cancellation Policy

You have the right to withdraw from the contract within a period of 14 days, without giving a reason, either by giving written notice (e.g. letter, fax, email) or – if the item is provided to you before the period expires – by returning the goods. The withdrawal period starts when this information is received in writing, however not before the goods have been received by the consignee (in case of repeat orders of similar goods not before receiving the first part delivery) and not before we have fulfilled our obligation to instruct pursuant to article 246 § 2 in connection with § 1 (1) and (2) EGBGB as well as our obligations pursuant to § 312e (1) (1) BGB in connection with article 246 § 3 EGBGB. The timely despatch of the revocation or the goods shall be deemed sufficient for compliance with the revocation term.

The cancellation is to be addressed to:

Enagic Europe GmbH,
Immermannstraße 33
40210 Düsseldorf

In the case of a valid cancellation both parties have to return their received goods/payments. If the goods can only be returned in a state worse than the one they were in when sent to you, you will need to reimburse for the discrepancy in value. This doesn't apply if the state of the product is such as it would be in any shop after a legitimate inspection of the goods by the buyer. If you handle the goods with care, there shouldn't be any problem. You will not have to pay for the return postage if you had received a delivery not matching your order. In the event of a valid revocation, goods and services received by either party and derived benefits (e.g., interest), if applicable, must be returned. If you cannot return the Goods to us in whole or in part, or can return them only in degraded condition, you must pay us appropriate compensation for lost value. This shall not apply to returned Goods if their deterioration is solely attributable to examining them, as you might have done in a retail store. In addition, you can avoid liability for compensation by not using the Goods as though they were your property and by avoiding anything that could diminish their value. Goods that can be sent by parcel post must be returned. If the product delivered matches the one you ordered, you must bear the cost of returning it. Obligations to reimburse payments must be discharged within 30 days of sending your revocation notice.

End of Cancellation Policy