

GENERAL TERMS AND CONDITIONS (GTC)

Version 5 – valid from 7th of May 2026

This English translation is provided for convenience only. In case of discrepancies, the German version of the General Terms and Conditions („Allgemeine Geschäftsbedingungen“) applies legally.

1. Scope and contracting parties

1.1. These General Terms and Conditions (GTC) apply to all contracts concluded between RM Rethink Minimal GmbH (hereinafter: "seller" or "we") and the customer (hereinafter: "customer" or "you") via the webshop www.rethinkminimal.com (hereinafter referred to as "webshop").

1.2. A consumer within the meaning of these General Terms and Conditions is any person for whom the present transaction is not part of the operation of their business (§ 1 para. 1 no. 2 KSchG - Austrian Consumer Protection Act). The term entrepreneur includes any natural or legal person or partnership with legal capacity for whom the transaction is part of the operation of their business.

1.3. Seller information (legal notice requirement):

RM Rethink Minimal GmbH

Managing director: Maria Linasi

Registered office: Mozartstraße 22/3/9, 9020 Klagenfurt am Wörthersee, Austria

E-mail: office@rethinkminimal.com

Telefon: +43 660 155 1767

Consumers have the option of addressing any complaints to the email address provided above.

Rethink Minimal™ ist eine eingetragene Marke der RM Rethink Minimal GmbH

Business Sector: Trading in goods of all kinds, advertising agency

UID: ATU82411249

Company registration number: FN 659631 x

Commercial register court: Regional Court Klagenfurt am Wörthersee

Supervisory authority/trade authority: Magistrate of Klagenfurt am Wörthersee

Chamber membership: Carinthian Chamber of Commerce (WKO Kärnten)

Trade Group (WKO-Fachgruppen): "Trade via Mail Order, Internet, and General Trade" („Versand-, Internet- und allgemeiner Handel“) and "Advertising and Market Communication" („Werbung und Marktkommunikation“)

Professional Law (Berufsrecht): [Trade Act \(Gewerbeordnung – GewO\):www.ris.bka.gv.at](http://www.ris.bka.gv.at)

1.4. **Contract Language:** The language available for the conclusion of the contract is German.

1.5. Deviating or supplementary terms and conditions of the customer shall not become part of the contract unless the seller expressly agrees to their validity in writing.

2. Offer, conclusion of contract and storage of the contract text

2.1. The presentation of the products in the webshop does not constitute a legally binding offer, but rather a non-binding online catalog.

2.2. The presentation of goods in our online shop does not constitute a legally binding offer, but rather an invitation to place an order. By clicking the [Buy Now] button, the customer submits a binding offer to enter into a purchase agreement. We will confirm receipt of the customer's order by email. This confirmation of receipt does not yet constitute an acceptance of the offer. A contract is only formed once we accept the customer's offer by means of a separate declaration of acceptance or by shipping the goods.

2.3. Confirmation of receipt of your order (order confirmation) does not yet constitute acceptance of the purchase offer. The purchase contract is only concluded when we declare acceptance of the order by a separate email or by delivering the goods to you.

2.4. We store the contract text (consisting of the order, terms and conditions, and order confirmation). The terms and conditions are available at any time in the online shop. Furthermore, the terms and conditions are also available as a PDF (with version number and date) and thus comply with the legal requirements for storage on a durable medium. An archive of the terms and conditions can be found at the bottom of this page.

Technical Steps to Conclude the Contract: The ordering process in our online shop comprises the following steps:

1. Selection of Goods: Selection of the desired goods and adding them to the shopping cart (Button: "Add to Cart").
2. Accessing the Shopping Cart: Reviewing the selection in the shopping cart. You can remove individual items by clicking the "x" symbol or modify the quantity using the "+/-" symbols.
3. Add billing and shipping information (or login to customer account if available)
4. Shipping and Payment: Selecting the shipping and payment method. Further information on shipping and payment methods can be found further down in this document.
5. Review and Correction: Before final submission of the order, all order data is displayed in a summary (Order Overview). Here you can check all details for accuracy and correct entry errors by directly editing the corresponding fields. Should you wish to adjust the selection of products in your shopping cart, you can return to the overview by clicking the shopping cart icon (tote bag). There you can remove individual items via the "x" symbol or modify the quantity using the "+/-" symbols.
6. Legal Terms: Accepting the General Terms and Conditions (AGB) and the Cancellation Policy.

7. Submission of Order: Submitting the order by clicking the button “Buy Now” (or “Place Order with Obligation to Pay”).

3. Prices and payment terms

3.1. All prices displayed in the webshop are total prices and include the statutory Austrian or German VAT (depending on the country of delivery).

3.2. Additional shipping costs are shown separately in section 4.6.

3.3. The following payment methods are available to you:

- Credit card (Mastercard and Visa)
- Apple Pay
- Google Pay
- PayPal

3.4. Payment of the purchase price is due immediately upon conclusion of the contract.

4. Shipping and delivery times

4.1. Currently, delivery is only available to addresses in Austria and Germany. We are working on enabling deliveries to other EU countries as well.

4.2. The standard delivery times according to the information from our shipping partners are:

- Austria: 2-3 working days
- Germany: 3-5 working days

In Austria, all our packages are shipped via Austrian Post and are CO2-neutral. We ship to Germany via DPD.

4.4. The delivery period begins upon conclusion of the contract.

4.5. If the seller is unable to meet a binding delivery deadline for reasons attributable to him, the customer must grant the seller a reasonable grace period of at least two weeks. After this grace period has expired without result, the customer is entitled to withdraw from the contract.

4.6. Shipping costs:

- Shipping Costs Austria: 4 €
- Shipping Costs Germany: 9 €
- Delivery is free for all customers in Austria for orders over €75.

4.7. If goods are delivered with obvious transport damage, the customer is requested to report such defects to the carrier as soon as possible and to contact us immediately. Failure to make a complaint or contact us has no consequences for your legal claims and their enforcement, in particular your warranty rights. However,

you help us to be able to assert our own claims against the carrier or the transport insurance.

5. Statutory right of withdrawal (right of cancellation)

5.1. As a customer, you have the right to withdraw from this contract within fourteen days without giving any reason.

5.2. The cancellation period is fourteen days from the day on which you or a third party named by you, who is not the carrier, have taken possession of the goods.

5.3. To exercise your right of withdrawal, you must contact us, RM Rethink Minimal GmbH, by email: office@rethinkminimal.com You must inform us of your decision to withdraw from this contract by means of a clear statement (e.g. a letter sent by post or email). You can use the model withdrawal form provided here: [Withdrawal Policy](#) or send us an informal email.

5.4. 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 cheapest standard delivery offered by us), without undue delay and at the latest within fourteen days from the day on which we received your notification of withdrawal from this contract.

5.5. Return of goods: You must return or hand over the goods to us without undue delay and in any event no later than fourteen days from the day on which you inform us of your withdrawal from this contract.

5.6. Return Shipping Costs: In the event of a cancellation, you shall bear the direct costs of returning the goods. For goods that, by their nature, can normally be returned by post, these costs depend on the chosen shipping service provider as well as the weight and dimensions of the shipment. We estimate these costs at a maximum of approximately € 10.00 within Austria and € 20.00 for returns from other EU countries.

5.7. Compensation for diminished value: You are only liable for any diminished value of the goods if this diminished value is due to handling of the goods that is not necessary for testing their condition, properties and functionality.

5.8. Exclusion of the right of withdrawal (§ 18 FAGG): The right of withdrawal does not apply to contracts concerning:

- Goods that are delivered sealed and are unsuitable for return for reasons of health protection or hygiene once their seal has been removed after delivery (this applies in particular to our cosmetics and personal care products). You can find a detailed list here: [Withdrawal Policy](#)

6. Warranty and Liability

6.1. For defects in the delivered goods, the statutory warranty provisions apply (§§ 922 ff ABGB, 2-year period from delivery).

6.2. You can initially assert warranty claims through improvement (repair) or replacement (delivery of a new item).

6.3. The seller is liable for damages incurred by the customer only in cases of intent or gross negligence. Liability for slight negligence is excluded, except in cases of personal injury (§ 6 para. 1 no. 9 KSchG).

6.4. The provisions of the Product Liability Act (PHG) remain unaffected.

7. Default of Payment and Failure to Accept Delivery

7.1. Default of Payment: Should a payment fail (e.g., due to a credit card chargeback or insufficient funds), the customer shall be in default. In this event, we are entitled to charge the statutory default interest rate of 4% p.a.

7.2. Failure to Accept Delivery (Default of Acceptance): Should the customer fail to accept delivery (e.g., by refusing to accept the package without a valid notice of cancellation, or by failing to collect it from the post office before the storage period expires), the customer shall bear any additional costs incurred as a result (in particular, the costs for returning the shipment to us).

8. Retention of Title

8.1. The delivered goods shall remain the property of the seller until full payment of all claims arising from the contract has been made.

9. Final Provisions

9.1. Austrian law shall apply exclusively, excluding the UN Convention on Contracts for the International Sale of Goods.

9.2. The place of jurisdiction for all disputes arising from or in connection with this contract is the court in whose district the customer's domicile, habitual residence or place of employment is located (mandatory consumer jurisdiction, § 14 KSchG).

9.3. Should individual provisions of the contract with the customer, including these General Terms and Conditions, be or become invalid in whole or in part, or should a gap be identified, this shall not affect the validity of the remaining provisions. In place of the invalid contractual provision or to fill the gap, a legally effective substitute provision shall be applied which takes into account or comes as close as possible to the will of the parties as recognizable from the contract and the General Terms and Conditions, as well as the economic sense and purpose of the provision that has been omitted.