

GENERAL TERMS AND CONDITIONS (GTC)

Version 3 – valid from 19th of March 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. For the purposes of these Terms and Conditions, a customer is exclusively a natural person who enters into a legal transaction for purposes that are predominantly neither attributable to their commercial nor their independent professional activity (consumer pursuant to Section 1 of the Austrian Consumer Protection Act).

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: <mailto:office@rethinkminimal.com>

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

UID: ATU82411249

Company registration number: FN 659631 x

Commercial register court: Regional Court of Klagenfurt am Wörthersee

Chamber membership: Carinthian Chamber of Commerce (WKO Kärnten)

Supervisory authority/trade authority: City of Klagenfurt am Wörthersee

1.4. Any differing 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. By clicking the "Buy now" button, the customer submits a binding order for the goods contained in the shopping cart. You are bound by this offer for 7 days. Your potential Right of Withdrawal remains unaffected.

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.

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 to Austria: 6 €
- Shipping costs within Germany: 8 €
- Delivery is free for all customers in Austria for orders over €75.

4.7. In the event of damage occurring during transport, the customer must, if possible, report this to the delivery person immediately and inform us without delay. Failure to report damage, however, does not affect your statutory warranty rights.

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: <mailto: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: You bear the direct costs of returning the goods.

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. Retention of title

7.1. The delivered goods remain the property of the seller until all claims arising from the contract have been paid in full.

8. Data protection

8.1. We process your personal data for the performance of the contract and to comply with legal obligations. You can find detailed information about the processing of your data in our separate [Privacy Policy/Data Protection Statement]. [Privacy Policy](#)

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 wholly or partially invalid, or should a gap be found, the validity of the remaining provisions shall not be affected. The

invalid contractual provision shall be replaced, or the gap filled, by a legally valid substitute provision that reflects, or comes as close as possible to, the intention of the parties as discernible from the contract and these general terms and conditions, the economic purpose, and the intent of the invalid provision.