

GENERAL TERMS AND CONDITIONS for www.cryptoshop.com for consumers (End Users)

[Version January 1, 2009]

1. Applicable General Terms and Conditions

Our General Terms and Conditions apply for contracts made on www.cryptoshop.com.

2. Contract Conclusion

Upon input of your personal information (name, e-mail address, billing and delivery address, credit card or account information) on the page "Type in your personal information via secure SSL connection" and by clicking "OK-Confirm Order", you make a binding order of the goods contained in the Cart. Before you do this, you have the opportunity to check all entries for correctness and completeness. Confirmation of receipt of the order takes place immediately after you send your order by e-mail to the e-mail address you entered. The purchase contract is deemed finalized with our delivery confirmation of actual delivery of the goods.

3. Exchange and Return right

You may, without limitation, return all products purchased from us—except those products listed under Item 4—within 14 days of receipt and without stating a reason. Please place sufficient postage on the package to avoid postage penalties. You must bear the shipping costs on the return of wares.

If you avail yourself of your exchange or return right within 14 days of receipt of the goods, the contract with you is cancelled (right of rescission).

The return shipping address is located on the return slip that accompanies the delivery. It is sufficient to inform us of your wish to return the goods within the return period. This can be done by phone, fax, mail, or e-mail, to:

Cryptoshop.com
c/o CRYPTAS it-Security & Media GmbH
Modecenterstrasse 22/B2
1030 Vienna, AUSTRIA
Phone +43 (1) 798 96 96-0 / Fax -99
E-Mail: rma@cryptoshop.com

In the event of a return, the contract is dissolved and payments that have been made are reimbursed only after return shipment and inspection of the returned items.

If you return damaged or used goods, an amount permitted by statute will be deducted. You can avoid this by simply inspecting the goods, just as you might do in a shop, and returning them without signs of wear and in the original packaging. If the goods show signs of wear or damage when returned, we reserve the right to demand a damages amount. You will find all the documents that are necessary for the return with the delivery note that accompanies shipment. The goods are to be returned to us in their original packaging.

4. Non-returnable Items

The following items are not returnable:

- Products and goods that are built according to customer specifications or clearly designed for one individual person's needs, or that are not suited for return because of their characteristics, or spoil quickly or have exceeded their maximum shelf life,
- Audio and video recordings, or software, if the seal on this type of media has been broken,
- Digital certificates,
- Personalized or individually imprinted chip cards (Smartcards),

- Books, variously priced documents, newspapers, and magazines,
- And other services.

5. Delivery Limitations

We will ship if the item is in stock. At this time, shipment can be made within the European Union and to Switzerland and Liechtenstein. We can only ship to other countries after a special agreement in writing.

6. Versandkosten

Shipment costs are handled by us separately and are not reflected in the listed, individual prices. On the pages "Select Shipment Method" and "Summary," you will see the various shipment costs. These costs vary according to the selected shipment method. Please refer to the relevant listing of our shipment costs in the list at <http://www.cryptoshop.com/en/common/menue/handling/shipment.php>.

7. Retention of title to goods

Until full payment the goods remain our property.

8. Payment, Time of Payment, Payment Delay

The payment for goods may be made with online payment methods (e.g. credit card), cash on delivery (only within Austria), cash (for pick-ups), on account (only with regular business relationship), or in another manner upon separate agreement.

Any automated debit (at this time only with credit card payments) occurs after shipment of the goods. If your payment is late, we reserve the right to charge the costs of a formal caution to you. In the case of returns, the invoice amount can be reduced.

9. Warranty

The warranty is made in accordance with statutory provisions. Please refer to the relevant product documentation for information on possible manufacturer warranties. The specifications, recommended restrictions on use, and instructions on use given by the manufacturer apply. We disclaim any wider warranty liability, including liability for damages, unless it is based on an intentional act or gross negligence. Accordingly, we disclaim particularly liability for consequential damages, other indirect damage and losses, and lost profits due to defective or late performance or a failure to perform. This provision does not restrict liability for personal injury or pursuant to the Products Liability Act.

10. Copyright and Software Licenses

The purchaser understands that the hardware, software, books, and visual and sound products sold by us enjoy copyright protection. Any reproduction, distribution, or use of these products and goods except for the private use of the purchaser is prohibited.

11. Inspection of the Contract/Contract Language

At any time, you may view our General Terms and Conditions at this Website (www.cryptoshop.com). Your specific ordering information is not retrievable on the Internet for reasons of security. You should, therefore, print out any order placed by you as the system allows for. The language of the agreement is German.

12. Other

If one or more of the provisions of these General Terms and Conditions is invalid or if not all matters have been provided

for, the contract parties shall agree to a valid term that as closely as possible approximates the void or incomplete term. The validity of the remaining terms shall not be thereby affected.

---- End of General Terms and Conditions ----