



## DELIVERY CONDITIONS

Online orders will be confirmed to your registered email address. Please check all your given details to ensure prompt and accurate delivery.

For orders from our Collection range, dispatch is normally made within 7 working days. For orders for bags made to your own selected design, dispatch will normally be made within 14 days. Prompt payment will ensure quick delivery.

All delivery information is given in good faith but cannot be guaranteed. In the event of known delivery problems concerning your order, we will inform you by email.

## DELIVERY CHARGES

### Orders from outside Germany:

For orders placed outside Germany, we accept only the following payment methods:

Payment in advance by Bank Transfer OR PayPal.

We can normally deliver to the following destinations:

Country	Delivery charge
Australia	Eur 32.00
Austria	Eur 17.50
Belgium	Eur 17.50
Czech Republic	Eur 17.50
Denmark	Eur 17.50
Estonia	Eur 17.50
Finland	Eur 17.50
France	Eur 17.50
Great Britain	Eur 17.50
Ireland	Eur 17.50
Iceland	Eur 17.50
Italy	Eur 17.50
Japan	Eur 32.00
Croatia	Eur 17.50
Latvia	Eur 17.50
Liechtenstein	Eur 17.50
Lithuania	Eur 17.50
Luxemburg	Eur 17.50
Monaco	Eur 17.50
Netherlands	Eur 17.50
Norway	Eur 32.00
Poland	Eur 17.50
Portugal	Eur 17.50
Sweden	Eur 17.50
Switzerland	Eur 32.00
Spain	Eur 17.50
USA	Eur 32.00

Our firm has no minimum order value or minimum quantity penalty charge.

All goods are insured during delivery.

If packing is seen to be damaged upon delivery, this should be immediately communicated to the delivery agent.



## **PAYMENT METHOD**

HOW CAN I PAY FOR MY BOOTSMANN ORDER?

We accept payment in advance by:

- **Bank Transfer** (see details below)
- **PayPal** – worldwide payment facility for Direct Debit, bank transfer, credit card or for your PayPal Coupons payment methods.
- Delivery is free of charge within Germany.

### **Payment in advance by Bank Transfer:**

Select this payment method when placing your order.

In our confirmation of order email we will provide you with our bank account details to facilitate pre-payment by bank transfer.

When you receive your Confirmation of Order email, please ensure you make your bank transfer to our account as soon as possible. If after 10 days we have still not received your payment to our account, the order will be automatically considered cancelled.

### **Our Bank Account details for all payments in advance:**

Account name: Karsten Erdmann  
Bank: Postbank Hamburg  
Account Number: 0 464 826 202  
Bank Sorting Code: 200 100 20

### **For Bank transfers from outside Germany:**

IBAN-Number: DE 73 2001 0020 0464 8262 02  
BIC-Swift-Code: PBNKDEFF

Please pay particular attention for bank transfers from non-EU countries, in particular from Switzerland, that ALL bank service charges for your transfer of funds are covered by your payment. Please include this in your bank transfer instructions.

### **PayPal:**

PayPal is the worldwide online payment service of eBay. With PayPal secure, rapid and free-of-charge payments can be made on the internet and the service is valid for Direct Debit, Bank Transfer, Credit Card or PayPal Coupon payments. Payment protection is automatically provided for payments up to 500. For PayPal payments, you should simply register your details online at [www.paypal.com](http://www.paypal.com) or at your own country's national PayPal website. You can immediately make your PayPal payment following completion of your order, or at any time after this. If you wish, you can connect using the following link. Please make sure you provide your name here so that we can recognize your payment.

### **Our PayPal Account: [tasche@bootsmann-kiel.de](mailto:tasche@bootsmann-kiel.de)**

Please make your payment as quickly as possible so that we may carry out delivery as soon as your payment reaches our PayPal Account. If after 10 working days of receiving your order our account is not credited with your payment, your order will automatically be cancelled.



## **CANCELLATION RIGHTS**

Under German legislation (article § 13 BGB) you are not bound by the terms of your order if you cancel your purchase within a period of 14 days or if you return the goods undamaged with 14 days of delivery. This decision does not require you to give a reason and can be notified in writing (e.g. by email, fax or letter), or with the returned goods as the case may be. To show proof of cancellation within the stated 14 day period, it is sufficient to send your declaration OR return the goods within the appointed time to our address:

**BOOTSMANN-KIEL**  
**Taschenmanufaktur**  
**Tiessenkai 12**  
**24159 Kiel**  
**Germany**

Orders for your own designs of bag are excluded from your cancellation rights unless there is a mistake on our behalf in the colour combination or the model ordered.

If the total cost of your returned item is over 40.00, or if the goods do not meet the order specification, there is no charge for returning the goods. Please pay the return postage which we will refund.

If the total cost of your returned item is under 40.00, you must meet the cost of returning the item. You can use your own chosen means of returning the goods which will be at your own expense and at your own risk.

**From outside Germany, we regret that you must meet the cost of returning the goods.**

Please keep the postal receipt as proof of return of the goods.

Within 5 working days of receipt of your returned goods, we will issue a credit for the value of the goods to your bank account. Please supply your bank account details when returning goods. We will always send you an email to confirm we have issued a credit to your bank account.

If the goods you return to us are not in the as-supplied condition, you will have to provide us with appropriate compensation for damage caused while in your possession. This does not apply if the damaged condition of the goods could have been established during actual examination and purchase in our shop. Incidentally, you can avoid the need for compensation by not beginning to use the goods if you are in any doubt about their condition and by not doing anything which could affect their value. Therefore please send us back the goods unused and in such condition that they may be resold as new.



## WARRANTY

All our products carry a 2-year warranty. The warranty is provided according to the legal conditions in force and begins at the date of dispatch of the goods.

## DATA PROTECTION AND SECURITY

Personal information provided to us, including order and bank account information will only be used for satisfactory completion of your order. All customer data will be used only according to the legislation in the Federal Republic of Germany enforced by the Federal Data Protection Agency (BDSG) and by the Federal Telecommunications Data Protection Agency (TDDSG).

Your personal data such as your home address and email address will not be communicated to third parties without your express consent. Excluded from this are our partner companies involved in delivery of your order and the credit company to which you have given your consent to process your order.

## ANY OTHER QUESTIONS?

Our Customer Service team can be reached:

From Tuesday to Friday from 10:00 until 12:30 and from 14:00 until 18:00

On Saturdays from 10:00 until 13:00

Phone: +49 (0) 431 667 2530

Email: [tasche@bootsmann-kiel.de](mailto:tasche@bootsmann-kiel.de)

*Your **BOOTSMANN-KIEL** Team*

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### **BOOTSMANN** TASCHENMANUFAKTUR

Tiessenkai 12  
24159 Kiel  
COO: Karsten Erdmann  
USt-IdNr.: DE 220471752

Phone: +49 (0)431 - 667 25 30  
Fax: +49 (0)431 - 667 25 31  
[tasche@bootsmann-kiel.de](mailto:tasche@bootsmann-kiel.de)  
[www.bootsmann-kiel.de](http://www.bootsmann-kiel.de)

Bank: Postbank Hamburg  
Bank Sorting Code: 200 100 20  
Account Number: 0 464 826 202  
IBAN: DE 73 2001 0020 0464 8262 02  
BIC: PBNKDEFF