

Your provider and contractual partner

Lampenwelt GmbH

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Germany

Private limited company with registered office in Fulda
AG Fulda, HRB (Commercial Register Part B) 8845

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You can reach our service team for questions, complaints and claims:

Contact options: <https://www.pro.lights.co.uk/service/contact-us>

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Terms and Conditions

1. Applicability

- 1.1.** These Terms and Conditions ('TC') apply to all offers made through our online shop pro.lights.co.uk, any orders or acceptances made in that context, the creation of customer accounts, and the conclusion and execution of contracts for the supply of products (hereinafter referred to as 'purchase contract' or 'purchase contracts'). They also apply to related advice and ancillary services, unless we agree otherwise in writing. The same applies if you place an order or request a quotation by telephone or email as a business customer of Lampenwelt GmbH. We do not accept any Terms and Conditions that differ from or conflict with these TC unless we expressly agree to them in writing. No verbal agreements will be binding unless confirmed in writing.
- 1.2.** Our online shop pro.lights.co.uk is available to business customers only. A business customer is an individual or organisation acting for purposes relating to their trade, business, craft or profession. Before we accept an order, we may ask you to provide evidence of your business status (for example, a VAT registration number, company registration details with the respective authority, or other suitable proof). You must provide this information fully and accurately. We will retain these details in your customer account so that you do not need to provide them again for future orders.

2. Storage and access to contract documents

- 2.1.** We keep these Terms and Conditions, together with the provisions of your order, and make them available to you during the ordering process. You may store this information by downloading the TC and saving the order summary provided in the online shop using your browser functions. In addition, after you complete your order, we will send you an order confirmation by email to the address you have provided. This confirmation contains the contractual provisions, including your order details and these TC, and may be saved or printed using the functions of your email system.
- 2.2.** We store the contract documents; however, for security reasons, they are not accessible directly by you. Each customer is provided with password-protected access via the customer account ('My Account'). Here you can manage your data and view order details once you have registered. You are responsible for keeping your access credentials confidential and must not disclose them to any unauthorised third party. The current version of these Terms and Conditions is available on our website.

3. Contractual partners and conclusion of contracts

- 3.1.** When you place an order through our website, you are entering into a contract with Lampenwelt GmbH. Our details are at the top of these Terms and Conditions. Promotional offers are non-binding and may be withdrawn or amended at any time unless and until they form part of a concluded contract.
- 3.2.** To use our online shop, we require you to create a customer account. You must provide complete and accurate information when registering. We may suspend or close your account at any time if the information provided is incomplete or inaccurate.
- 3.3.** The presentation of our products on pro.lights.co.uk, or the sending of non-binding/subject-to-change offers, does not constitute a binding offer. Instead, it serves as an invitation for you to place an order under the Terms and Conditions published on our website. Placing an order (e.g. by clicking 'Order' or placing an order by telephone) is considered a binding offer to conclude a purchase contract with us. Unless otherwise stated in the order, we are entitled to accept this offer within 14 days of receiving it. Acceptance can be declared either by confirmation (e.g. by confirmation via email) or by delivery of the goods to you. The receipt of payment by us does not constitute a declaration of acceptance.

3.4. When you place an order via our online shop, we will immediately confirm receipt of your order by email. This acknowledgement simply confirms that we have received your offer to enter into a purchase contract. It does not in itself constitute acceptance of your order, unless the acknowledgement expressly states otherwise.

3.5. If we are unable to deliver the goods you have ordered, for example because the goods are not in stock, we will not accept your order. In this case, a purchase contract will not be concluded. We will inform you immediately and refund any payments already received without delay.

4. Prices, delivery costs and discounts

4.1. For orders placed in our online shop, the prices applicable are those shown at the time of ordering. All prices are net prices in pound sterling (GBP) plus VAT at the rate currently applicable. If you are ordering from another country, the applicable VAT rate may differ. If no specific price has been agreed for a delivery, the price will be the one communicated to you for the agreed delivery date or, if not otherwise agreed, the price stated in our current price list on the date of your order. Price lists sent to you or otherwise made known to you are part of the contract, unless alternative agreements have been made. In addition to the stated prices for products and services, shipping charges to the delivery address you specify apply. These charges are shown separately during the order process.

4.2. For deliveries to a third country, additional costs may arise (customs duties, handling fees, or import sales taxes). These charges are the responsibility of the customer.

4.3. Any discounts or rebates granted will be shown separately during the ordering process. Any discount or rebate granted on one or several occasions does not constitute a claim for the future. Unless otherwise agreed, we may withdraw or amend any discount or rebate arrangement at any time with effect for future orders.

4.4. If you do not provide a valid VAT registration number during or in connection with the ordering process, the invoice will be issued considering the statutory tax applicable to the delivery.

5. Payment and delivery

5.1. We offer the following payment options. However, depending on the result of the credit check, we reserve the right to accept the contract and may refer you to an alternative payment method instead of using the buy now, pay later payment option. There is no entitlement to buy now, pay later payments. In general, you may choose from the following options:

- **Prepayment**

With the prepayment option, you pay in advance. The goods will be reserved for you for fourteen days. You transfer the invoice amount to our account in advance, the bank details will be sent to you after placing the order. If payment is not received within fourteen days, the reservation of the goods and your order will be automatically cancelled.

- **Credit card payment via Adyen N.V. (VISA, MasterCard, Maestro debit card, AMEX)**

Credit card processing is carried out by Adyen N.V., Simon Carmiggelstraat 6-50, 1011 DJ Amsterdam, The Netherlands, Registry court: Dutch Chamber of Commerce, registration number: 34259528. You enter your credit card number, validity and verification number. This information is not stored by us, but is transmitted directly to Adyen N.V. using secure 128-bit SSL encryption. Your credit card must be registered by your card-issuing bank for the authentication procedure Verified by VISA, MasterCard SecureCode or AMEX SafeKey. Authentication by a personal security code takes place securely between you and your bank. When the order is received, the amount is reserved on your credit card. The credit card is charged immediately after the order is shipped. This simple and fast form of

payment is completely free of charge for you.

Debit card / EC card:

After entering your data, the invoice amount will be debited from your account. As with credit card payment, this payment method is also free of charge for you.

- **PayPal/PayPal Express**

You pay the invoice amount via the online provider PayPal. You must be registered there or register for the first time (except for guest orders via PayPal), identify yourself with your login data and confirm the payment instruction to us. With PayPal Express, the address data stored in your PayPal account will also be transmitted to us. You confirm the payment by submitting the order in our online shop. You will receive further instructions on how to access the payment provider's page during the ordering process.

- **Apple Pay**

You pay directly via your Apple account. After submitting your order, you will be redirected to Apple, where you can authorize the payment of the order amount. As soon as we have been informed about your authorization, the shipment will take place - depending on the delivery time indicated with the item. Depending on the payment method deposited with Apple Pay, it will be debited with the actual invoice amount after deduction of any discounts, gift vouchers, etc. immediately after authorization or after shipping has taken place.

- **Billie**

The payment method Billie is carried out by Adyen N.V., Simon Carmiggelstraat 6-50, 1011 DJ Amsterdam, The Netherlands, Registry court: Dutch Chamber of Commerce, registration number: 34259528. Billie provides dedicated payment solutions for the B2B sector. To use the 'Pay in 30 days' payment option by Billie, log into your trade customer account and select Billie during checkout. Once the transaction is successfully authorised, you'll receive payment details by email and have up to 30 days to settle the invoice.

- 5.2. We use the following carriers for parcel and freight deliveries: DHL (Deutsche Post AG), GLS (General Logistics Systems Germany), Friedrich Zufall GmbH & Co. KG, DPDgroup International Services GmbH & Co. KG, DPD Deutschland GmbH (hereinafter referred to individually or collectively as 'DPD'). Shipments to PO boxes or post offices are not possible. Unless otherwise agreed, delivery will be made to the kerbside of the address specified by the customer. Delivery to so-called parcel points is only available in exceptional cases. We will notify you when the goods have left our premises. If delivery is unsuccessful, the carrier will contact you with further options.
- 5.3. If you order multiple items with different delivery times, we will aim to deliver them together. If there is a significant difference, we may, as an exception and where reasonable, deliver the items that are already available in advance. This will not increase your delivery costs.
- 5.4. The obligation to deliver does not apply if we do not receive the goods on time or in the correct form, and we are not responsible for their unavailability. If the goods are unavailable, we will inform you immediately and refund any advance payments without delay.
- 5.5. For the prepayment option, the delivery period begins the day after the payment order is issued to the transferring credit institution. For other payment methods, the day after the contract is concluded marks the start of the delivery period. The delivery period ends at the close of the final day. If the last day falls on a Sunday or a public holiday recognised at the delivery location, the period will end on the next working day. Delivery dates specified in the online shop are non-binding. In addition, delivery times may be extended if exceptional circumstances prevent timely delivery. This includes, in particular, strikes affecting

delivery, lockouts, or other events beyond our control, such as force majeure. We will inform you immediately of the beginning and end of such obstacles.

- 5.6. The purchase price is due for payment upon conclusion of the purchase agreement. In the event of late payment, the default interest on arrears will be charged in accordance with Section 288 (2) of the German Civil Code (BGB).

6. Our voluntary 50-day money-back guarantee (extended right of return)

- 6.1. You may return goods within 50 days of receipt without providing a reason. The period begins after the goods have been received in full. To comply with this deadline, it is sufficient to send the goods back or submit a return request in time. This voluntary right of return can only be exercised by returning the goods, unless your order is too large to be sent back to us. Goods that cannot be sent as a parcel will be collected by a carrier commissioned by us. In such cases, please contact our service team in advance to arrange collection. We will cover the costs of the return shipment. To submit your return, please use our returns portal: <https://www.lights.co.uk/customer-service/returns>

- 6.2. If you return goods in accordance with our voluntary right of return, we will refund you the purchase price, provided that the goods reach us in an undamaged and intact condition. Please send the goods back carefully packaged – if possible, in the original box including all accessories and packaging materials. If you experience any issues with packaging or with our returns portal, please contact our service team for assistance. We will provide a returns label, allowing you to hand the parcel free of charge to the specified shipping service provider. Collection is available only for bulky items. We will cover the cost of collection for such goods.

- 6.3. Your right to cancel an order because you have changed your mind does not apply to any orders which are custom-made, bespoke, or personalised.

7. Retention of title

- 7.1. The goods remain our property until payment has been received in full.
- 7.2. You are entitled to resell the goods subject to retention of title in the ordinary course of business. However, you may not pledge the goods subject to retention of title or assign them as security. In this case, however, you hereby assign to us all claims arising from such resale, regardless of whether this takes place before or after any processing of the goods delivered under retention of title, in the amount of the invoice value of our claim. We accept this assignment. Notwithstanding our authority to collect the claim ourselves, you remain authorised to collect the claim even after the assignment. In this context, we undertake not to collect the claim ourselves as long as and to the extent that you meet your payment obligations, no application for the opening of insolvency or similar proceedings against your assets and there is no suspension of payments. Insofar as the above-mentioned securities exceed the claims to be secured by more than 10%, we are obliged to release the securities of our choice at your request.

8. Warranty and complaint management

- 8.1. If the delivered goods are defective, you are entitled, within the scope of the statutory provisions, to demand subsequent performance in the form of rectification of the defect or delivery of a fault-free item. We reserve the right to choose the type of subsequent performance. If the subsequent performance is unsuccessful, you are entitled to reduce the purchase price or, if the legal requirements are met, to withdraw from the contract. Any warranty claims are subject to your proper compliance with the inspection and notification obligations set out in § 377 HGB (German Commercial Code).

- 8.2.** Notwithstanding §438 BGB (German Civil Code), the limitation period for warranty claims for the delivered goods is 12 months from the date you receive the goods.
- 8.3.** Your satisfaction is important to us. You can contact us at any time using one of the contact methods listed above. We will review your request as quickly as possible and contact you after receiving your documents, feedback or complaint. Please note that warranty cases may require input from the manufacturer, which can take additional time. In the case of complaints, you can help us by describing the issue as precisely as possible and, if necessary, sending us a copy of the order documents or at least providing your order number, customer number, etc. If you do not receive a response from us within five working days, please follow up with us. In rare cases, emails may have been caught in our or your spam filters, or a message sent may not have reached you or may have been accidentally omitted.
- 8.4.** For service enquiries, please contact our service department, which you can reach as follows:
Lampenwelt GmbH
Rabanusstraße 14-16
36037 Fulda
Germany
- Contact options: <https://pro.lights.co.uk/service/contact-us>
- 8.5.** Please note that any support services provided by Lights.co.uk Professional in the area of light planning and consulting (calculations, etc.) are offered on a non-binding basis.

9. Manufacturer guarantees

Any guarantee commitments made by the manufacturers of the products we sell give rise exclusively to claims against the manufacturer, who acts as guarantor. This does not affect the statutory warranty claims against us as the seller. This is a voluntary offer made by the manufacturer free of charge. A list of the guarantees regularly provided can be found at <https://pro.lights.co.uk/manufacturers-guarantee>. This overview is provided solely as a summary of the guarantees typically offered by the respective manufacturers. Please check the respective product description to determine whether a guarantee applies to the specific item.

10. Disclaimers and limitations of liability

- 10.1.** We shall be liable for damages – irrespective of the legal basis – only in cases of intent or gross negligence. In cases of ordinary negligence, our liability shall be limited to
- a) damages resulting from injury to life, limb or health,
 - b) damages resulting from the breach of essential contractual obligations. Essential contractual obligations are those that protect the essential legal position of our contractual partner under the contract, which the contract is intended to grant according to its content and purpose. Furthermore, essential contractual obligations are those whose fulfilment is essential for the proper execution of the contract in the first place and on whose compliance our contractual partner regularly relies and may rely. In this case, however, our liability is limited to compensation for the foreseeable, typically occurring damage.
- 10.2.** The limitations of liability resulting from the preceding paragraph shall not apply if we have fraudulently concealed a defect or have assumed a guarantee for the quality of the goods. The same applies to any claims on your part under the statutory provisions on product liability.

11. Data protection

We will only use your personal information in compliance with applicable law, and as set out in our [privacy policy](#) for our business customers and business partners. This includes information on credit checks, in which values for the probability of payment default are calculated, including your address data. Your consent to the processing of your personal data is required for the performance of a contract.

12. Battery regulations

In connection with the sale of batteries or the delivery of devices containing batteries, we are obliged to inform you of the following: as an end user, you are legally obliged to return used batteries. You can return used batteries supplied by us to our shipping warehouse (Am Eichberg 1, 36110 Schlitz, Germany) free of charge. The symbols shown on the batteries have the following meanings:

- Crossed-out wheelie symbol: battery must not be disposed of with household waste
- Pb: Battery contains more than 0.004% lead by weight
- Cd: Battery contains more than 0.002% cadmium by weight
- Hg: Battery contains more than 0.0005% mercury by weight

Please observe the instructions above. Further information can be found under [Disposal and recycling of batteries and electrical waste](#).

13. Governing law, place of jurisdiction

13.1. The law of the Federal Republic of Germany applies to all legal transactions or other legal relationships with us. The UN Convention on Contracts for the International Sale of Goods (CISG) and any other intergovernmental agreements, even after their incorporation into German law, does not apply.

13.2. In business dealings with merchants and legal entities under public law, the courts of our location shall have jurisdiction for all disputes arising out of or in connection with these Terms and Conditions and any contracts concluded under them, including claims relating to bills of exchange or cheques. Notwithstanding the foregoing, we reserve the right to initiate proceedings at the location of the customer's registered office. Any mandatory exclusive jurisdiction provisions shall remain unaffected.

14. Severability

If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs and clauses of these Terms and Conditions operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs or clauses will remain in full force and effect.

Dated September 2025

Lampenwelt GmbH