

Right of Return Policy regarding Deliveries to Business Customers (B2B)

Version 1, as of 13 September 2026

1. The Seller offers the Customer the option to return, without stating a reason, the goods purchased from the Seller (but not any goods purchased by the Customer from a third-party provider via any marketplace operated by the Seller or any affiliate of the Seller), provided they are not excluded from the right of return by the following Section 4, in accordance with the following Sections (hereinafter “**Right of Return**”).
2. To exercise the Right of Return, the Customer shall, within fourteen (14) calendar days beginning on the day on which the Customer or a third party designated by the Customer, other than the transportation service provider, has taken possession of the goods (hereinafter “**Takeover of Possession**”),
 - (i) register the return at <https://returns.parcellab.com/conrad/de/de/> (hereinafter “**Returns Portal**”); and
 - (ii) send the goods to the return address stated on the return label issued by the Returns Portal (whereby the first scan of the return by the transportation service provider is decisive for compliance with the deadline, and the risk of return is borne by the Customer).

The Right of Return shall lapse if the action required under (i) and/or (ii) is not taken within the aforementioned period.

3. In the event of a justified and proper exercise of the Right of Return, the Customer shall receive a refund of the purchase price by the same means of payment where payment was made by credit card, advance payment or by an online payment service. Where payment was made by direct debit or where a purchase on account was made, a credit note shall be issued to the Customer's Conrad customer account; such credit note shall be set off primarily against any outstanding and due claims of the Seller against the Customer, and any remaining surplus shall be paid out after the Customer has provided valid bank account details.
4. The Right of Return does not apply to
 - a. goods purchased by the Customer in a physical retail store;
 - b. goods sold as used;
 - c. goods sold as new that were unused, undamaged and complete at the time of the Takeover of Possession, but are no longer in the original condition (whereby the initial setup, installation, assembly of a kit or the opening of an objectively required protective cover or seal shall also result in the goods qualifying as used, but not the mere opening of the outer packaging in order to inspect the goods for obvious defects);
 - d. goods for which the Customer was informed of the exclusion of the Right of Return prior to the purchase (whether or not a reason for the exclusion of the Right of Return was stated);
 - e. goods that have been downloaded online;
 - f. goods that are manufactured or configured according to customer specifications (including from standard components, such as individually configured hardware with or without software installations);
 - g. goods sold by the meter (cables cut to length for the Customer, etc.);
 - h. incomplete packs, i.e. a compilation of several, usually similar or matching, products sold and priced as a unit;
 - i. Apple BTO (Built-to-Order) devices and Apple CTO (Configure-to-Order) devices; and
 - j. calibrated devices.
5. Before exercising the Right of Return, the Customer shall remove all personal data stored on or contained in the goods. In exercising the Right of Return, the Customer agrees that ownership of the goods shall be transferred to the Seller, and that it is within the Seller's sole discretion how to further proceed with the goods (including re-sale).
6. The costs of the return shall be borne by the Customer. Where the Customer uses a return label prepaid by the Seller for the return shipment, the Seller shall, at the Seller's option, either deduct the costs of the

return from the amount of the credit note or refund pursuant to Section 3 or invoice the costs of the return to the Customer.

7. The Customer's rights under applicable law shall – subject to the conditions of, and in accordance with, the General Terms and Conditions of Delivery to Business Customers (B2B) as amended from time to time, in particular Sections 6 and 7 thereof – remain preserved in full and shall not be affected by this Right of Return Policy regarding Deliveries to Business Customers (B2B).